IncentiveMiles

Corporate Application

Corporate Account User Manual

Version 1.0

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Chapter 1 – Introduction

Who Should Read This Manual?

This User Manual provides information and detailed instructions about how to use the Incentive Miles application. If you would like to apply for an Incentive Miles account, are an existing Incentive Miles account holder, or are experiencing difficulty with your account, this manual contains information that you may find useful.

What Is The Incentive Miles Program?

The Incentive Miles Program provides companies like yours with the ability to purchase and distribute miles from the Miles & More program to your employees and customers. The miles can then be redeemed for flights awards (with Lufthansa, the Star Alliance and additional partner airlines) and other awards offered by the Miles & More program (from various sectors as travel, events, shopping or money).

How Does Incentive Miles Work?

To participate in the Incentive Miles program you must first complete the online Incentive Miles Application Form (See Chapter 2). Once your application has been approved you can begin purchasing in the Incentive Miles program.

There are two ways to make purchases in the Incentive Miles program:

Purchase miles into an online account balance

Incentive Miles may be purchased into an online account that contains the balance of the miles purchased. You may then allocate miles from the account to your customers. As you allocate miles the balance is debited.

There are 4 different ways to *allocate miles* to your customers.
If you know your customer's Miles & More account number you can:

1. Use the online Direct Credit form to deposit the miles directly into the customers Miles & More account (maximum of 10 at a time) manually.
2. Upload a list of your customers (referred to as Bulk Upload) with their Miles and More account Numbers and the system will automatically deposit the specified number of miles to the accounts in the list.

If you don't know your customer's Miles & More account number you can:

3. Issue a Print Certificate to the customer containing a code that the customer then enters on the Miles & More redemption site to have the miles deposited into their account.
4. Issue an Email Certificate containing code that the customer then enters on the Miles & More redemption site to have the miles deposited into their account.

Purchase miles as codes

The second way to purchase miles is to buy Electronic Certificate Codes in various denominations. These Codes can then be downloaded from the system and distributed to customers in an endless variety of ways. The Customer then enters the code on the Miles & More redemption site to have the miles deposited into their account.

Is this manual available in German?

At this time the Corporate Account user manual is only available in English. However, throughout the manual, the links to the German version of the pages are shown where possible. If you have any questions on how to use the system, please contact us at processing@milesandmore.com.

Chapter 2 – Getting Started

The first step to participating in the Incentive Miles Program is to complete the online Incentive Miles application form located at:

English - https://corporate.points.com/incentivemiles/enroll/viewStep1.do?lang=en_US
German - https://corporate.points.com/incentivemiles/enroll/viewStep1.do?lang=de_DE

Apply for an Incentive Miles Account

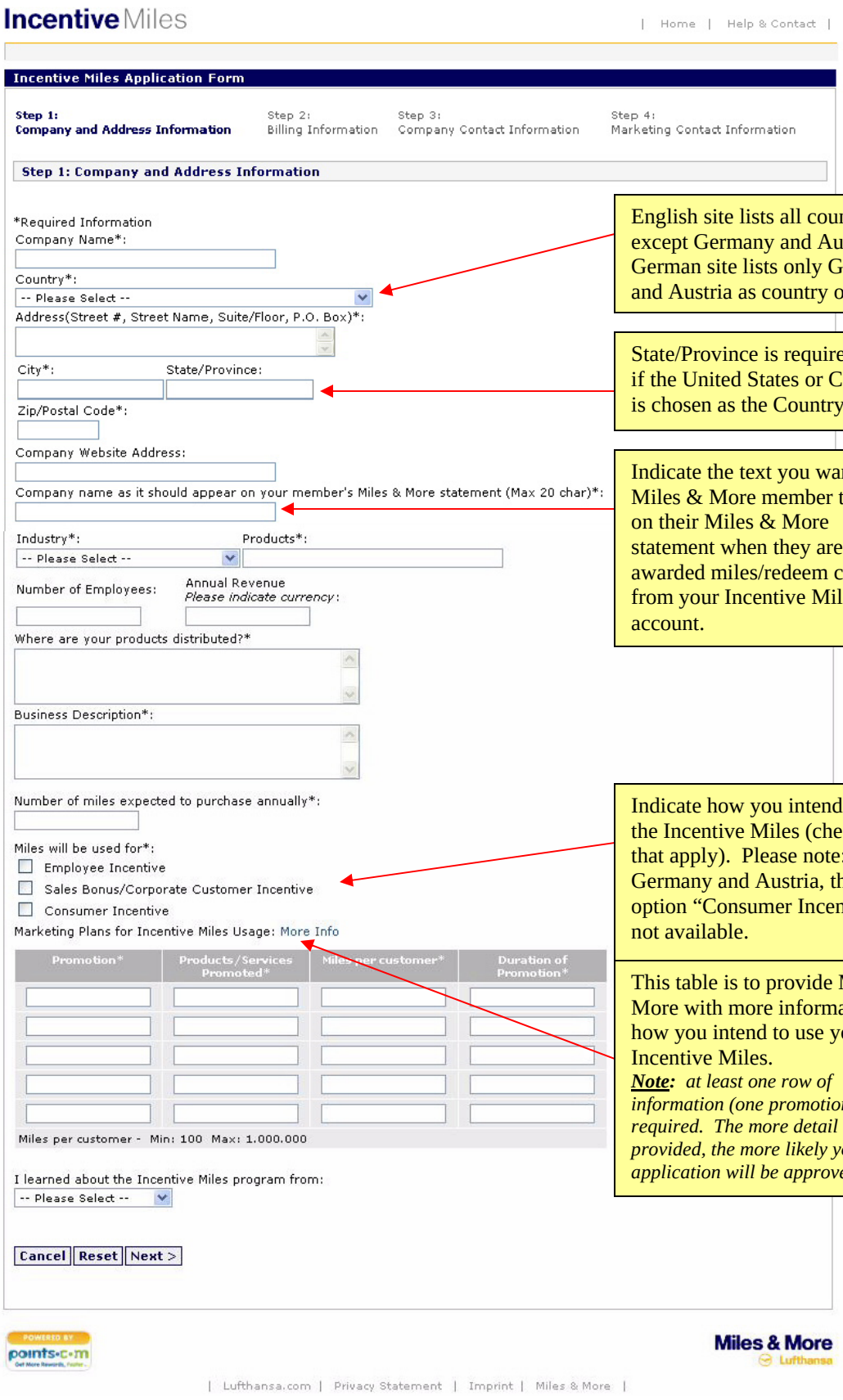
There are four steps to the application form:

1. Step 1 – asks for company information (name, address, company size, etc) as well as the intended use for the miles purchased from the Incentive Miles program.
2. Step 2 – asks for billing information
3. Step 3 – asks for information of the Primary Contact. This contact should be the person at your company who is responsible for making decisions for your Incentive Miles account.
4. Step 4 – asks for information on a Marketing Contact in case there are marketing questions that need to be addressed.
5. Confirmation page – showing how long it will take to review the application and how you will be notified once a decision has been made.

Step 1 – Company and Address Information

This step requests relevant company information (name, address, company size, etc) as well as details of the intended use/promotions for the Incentive Miles purchased.

Note: *The German and Austrian sites have 2 selection options (Employee Incentives and Sales Bonus/Corporate Customer Incentive) for the "Miles will be used for" question.*



English site lists all countries except Germany and Austria. German site lists only Germany and Austria as country options.

State/Province is required only if the United States or Canada is chosen as the Country.

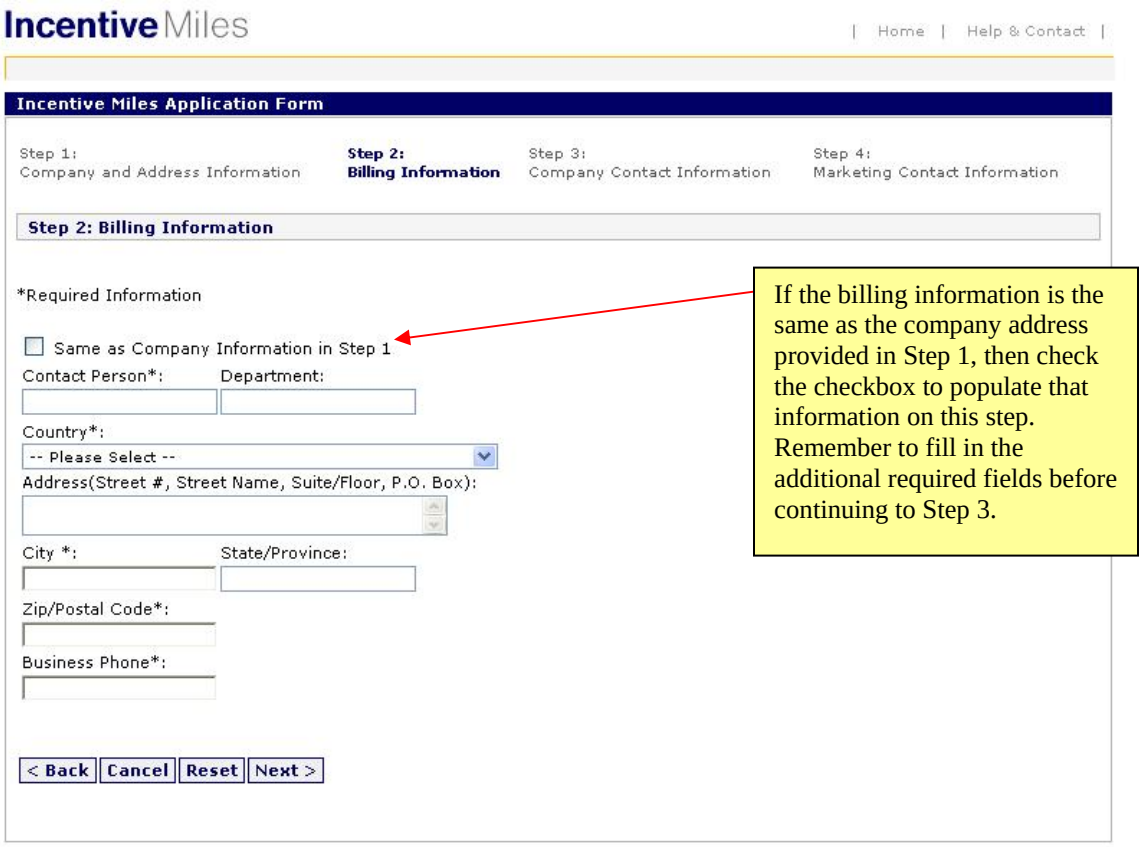
Indicate the text you want the Miles & More member to see on their Miles & More statement when they are awarded miles/redeem codes from your Incentive Miles account.

Indicate how you intend to use the Incentive Miles (check all that apply). Please note: For Germany and Austria, the option "Consumer Incentive" is not available.

This table is to provide Miles & More with more information on how you intend to use your Incentive Miles.
Note: *at least one row of information (one promotion) is required. The more detail provided, the more likely your application will be approved.*

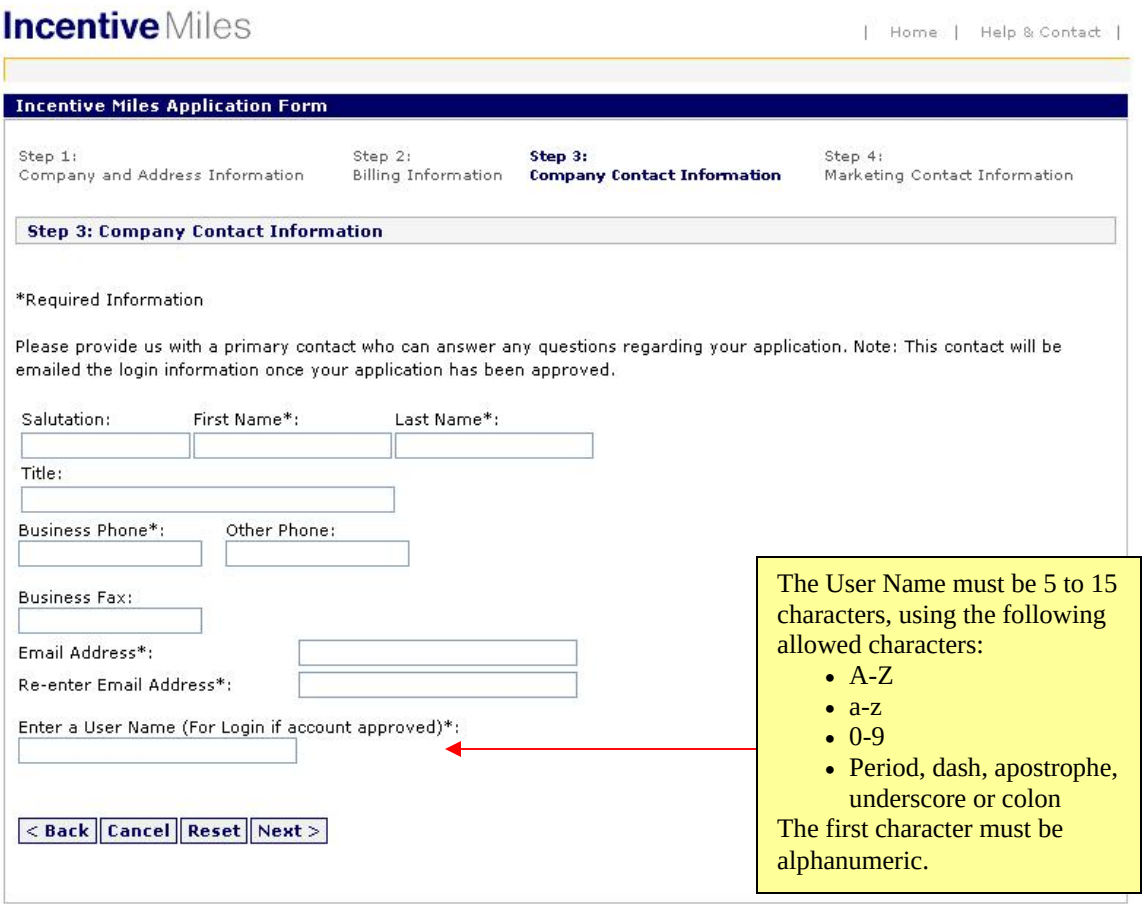
Step 2 – Billing Information

This step requests the contact information for the person who will be responsible for processing bills/invoices from the Incentive Miles program.


Incentive Miles
| Home | Help & Contact |
Incentive Miles Application Form
Step 1: Company and Address Information
Step 2: Billing Information
Step 3: Company Contact Information
Step 4: Marketing Contact Information
Step 2: Billing Information
*Required Information
Same as Company Information in Step 1
Contact Person*:
Department:
Country*:
-- Please Select --
Address(Street #, Street Name, Suite/Floor, P.O. Box):
City *:
State/Province:
Zip/Postal Code*:
Business Phone*:
< Back
Cancel
Reset
Next >
If the billing information is the same as the company address provided in Step 1, then check the checkbox to populate that information on this step. Remember to fill in the additional required fields before continuing to Step 3.

Step 3 – Primary Contact Information

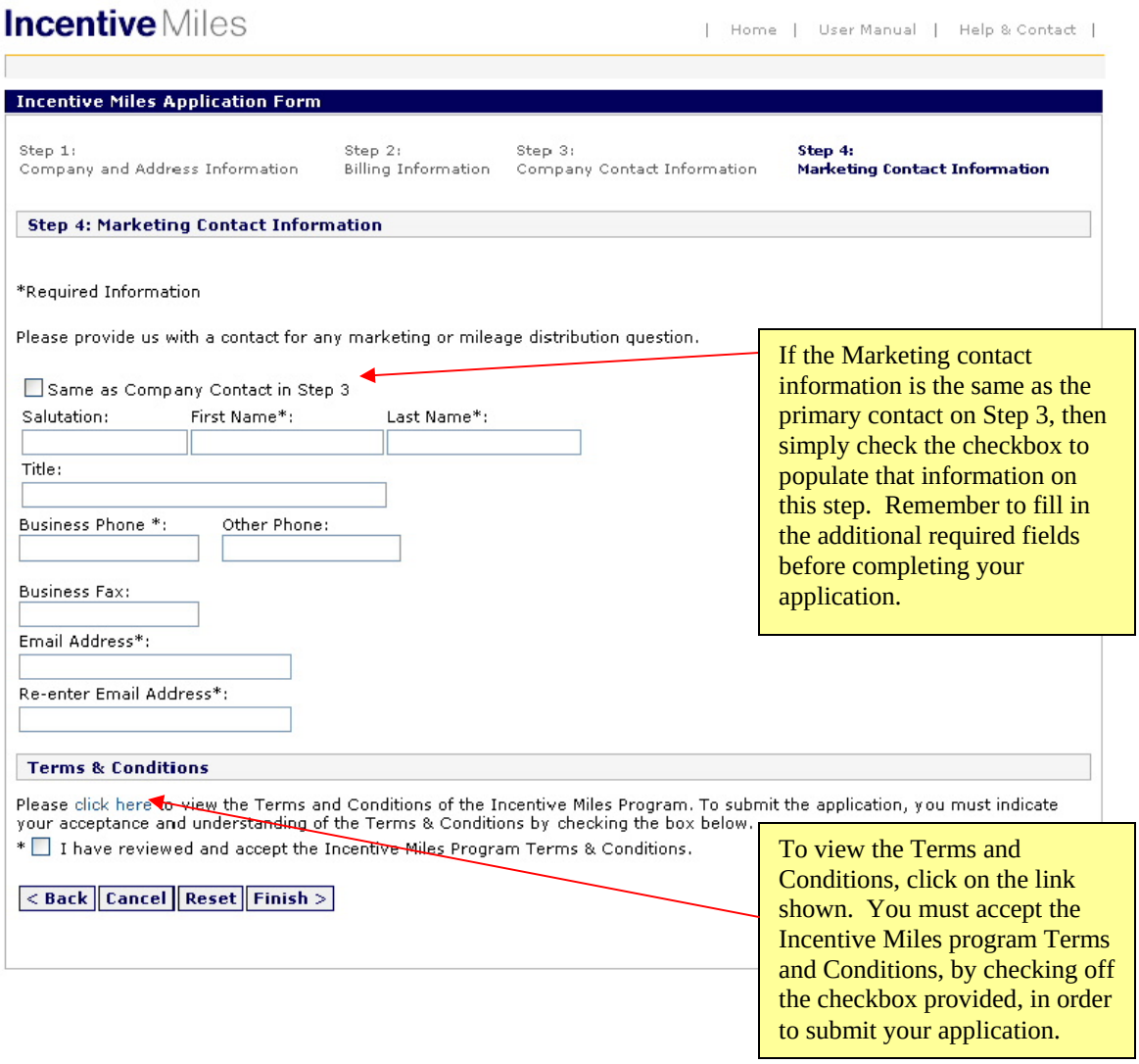
This step requests information for the person responsible for managing your Incentive Miles account. This person will receive the email notification when the application has been approved or declined. If approved, the email will contain the User Name entered on this page, and a temporary password to use for initial login to the account.


IncentiveMiles
| Home | Help & Contact |
Incentive Miles Application Form
Step 1: Company and Address Information
Step 2: Billing Information
Step 3: Company Contact Information
Step 4: Marketing Contact Information
Step 3: Company Contact Information
*Required Information
Please provide us with a primary contact who can answer any questions regarding your application. Note: This contact will be emailed the login information once your application has been approved.
Salutation:
First Name*:
Last Name*:
Title:
Business Phone*:
Other Phone:
Business Fax:
Email Address*:
Re-enter Email Address*:
Enter a User Name (For Login if account approved)*:
< Back
Cancel
Reset
Next >
The User Name must be 5 to 15 characters, using the following allowed characters:
A-Z
a-z
0-9
Period, dash, apostrophe, underscore or colon
The first character must be alphanumeric.

Step 4 – Marketing Information and Accept Terms and Conditions

This step requests information for the person responsible for marketing the program for your company.

As well, in order to complete your enrolment to the Incentive Miles Program, you must indicate that you have reviewed and accept the Terms and Conditions of the program by checking off the checkbox provided.

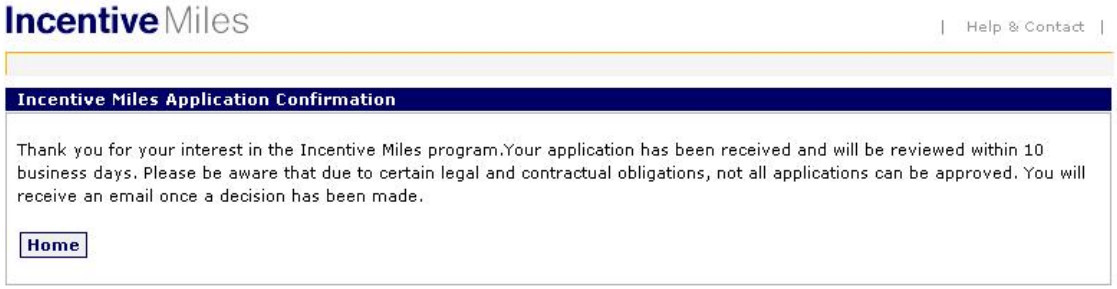

Incentive Miles
| Home | User Manual | Help & Contact |
Incentive Miles Application Form
Step 1: Company and Address Information
Step 2: Billing Information
Step 3: Company Contact Information
Step 4: Marketing Contact Information
Step 4: Marketing Contact Information
*Required Information
Please provide us with a contact for any marketing or mileage distribution question.
Same as Company Contact in Step 3
Salutation:
First Name*:
Last Name*:
Title:
Business Phone *:
Other Phone:
Business Fax:
Email Address*:
Re-enter Email Address*:
Terms & Conditions
Please click here to view the Terms and Conditions of the Incentive Miles Program. To submit the application, you must indicate your acceptance and understanding of the Terms & Conditions by checking the box below.
* I have reviewed and accept the Incentive Miles Program Terms & Conditions.
< Back
Cancel
Reset
Finish >

If the Marketing contact information is the same as the primary contact on Step 3, then simply check the checkbox to populate that information on this step. Remember to fill in the additional required fields before completing your application.

To view the Terms and Conditions, click on the link shown. You must accept the Incentive Miles program Terms and Conditions, by checking off the checkbox provided, in order to submit your application.

Confirmation

The confirmation page shows that the application was submitted successfully. The application will be reviewed and approved or declined within 10 business days. The primary contact (on Step 3 of the application) will be sent the email indicating the decision.


Incentive Miles
| Help & Contact |
Incentive Miles Application Confirmation
Thank you for your interest in the Incentive Miles program.Your application has been received and will be reviewed within 10 business days. Please be aware that due to certain legal and contractual obligations, not all applications can be approved. You will receive an email once a decision has been made.
Home

Chapter 3 – Using the Incentive Miles Application

Login

The URLs to log into the Incentive Miles Application are:

English – https://corporate.points.com/incentivemiles/Login.jsp?lang=en_US
German – https://corporate.points.com/incentivemiles/Login.jsp?lang=de_DE

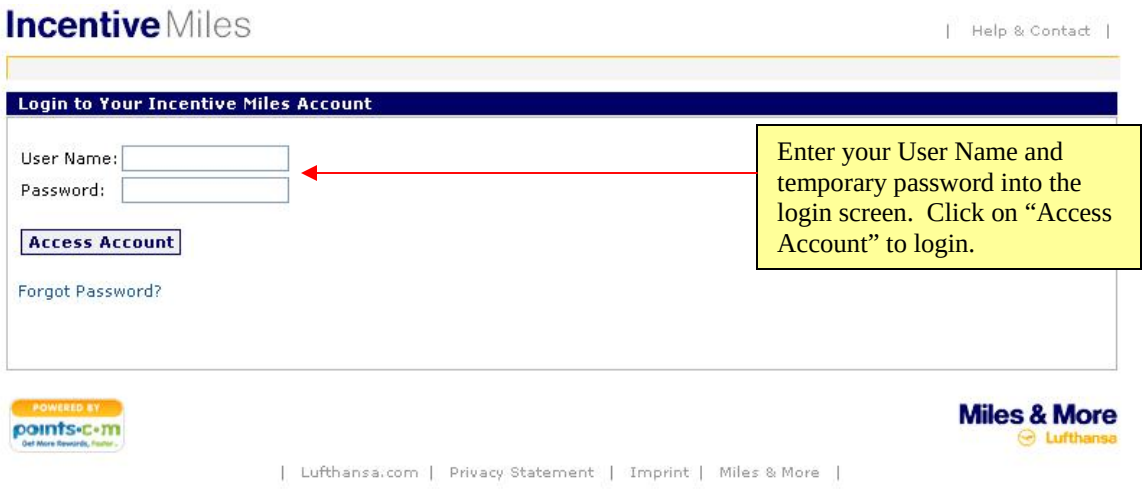
Follow the instructions below to login to your Incentive Miles account.
First Login – use this section if this is your first login
Regular Login – use this section if you have logged into the system before.

IMPORTANT: *For security reasons, Incentive Miles user accounts are frozen after three failed login attempts. This is for your protection. To re-active your account, another user with administrative access to your account can re-set your account, or contact Miles & More (at processing@milesandmore.com) for assistance.*

First Login

The URL to the Incentive Miles login screen will be in the email you received from Incentive Miles when your application is approved. This email also contains your User Name and temporary password. If you have lost or misplaced this email, please contact your administrator or Miles & More at processing@milesandmore.com.

Note: *Both the User Name and password are case sensitive. As well, when you enter the temporary password, it will come up as a set of stars (******) for your security.*


Incentive Miles
Help & Contact
Login to Your Incentive Miles Account
User Name:
Password:
Access Account
Forgot Password?
Enter your User Name and temporary password into the login screen. Click on "Access Account" to login.
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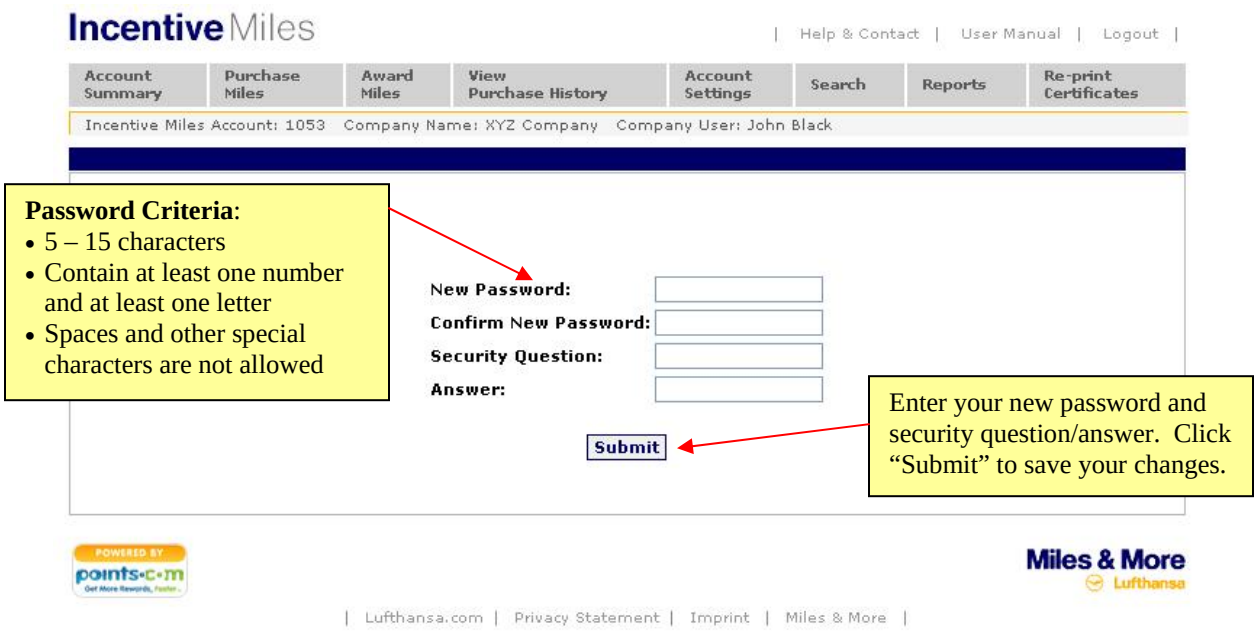
You now need to select a new password and set your security question and answer. The answer to your security question will be asked if you ever forget your password. Therefore, be sure to make the question and answer something that you will easily remember.


Incentive Miles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Password Criteria:
• 5 – 15 characters
• Contain at least one number and at least one letter
• Spaces and other special characters are not allowed
New Password:
Confirm New Password:
Security Question:
Answer:
Submit
Enter your new password and security question/answer. Click "Submit" to save your changes.
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Regular Login

Once you have gone through the First Login process and set your permanent password and security question/answer, to login again to the application, simply enter your User Name and password into the login screen.

Incentive Miles
Help & Contact
Login to Your Incentive Miles Account
User Name:
Password:
Access Account
Forgot Password?
If you forget your password, click on the Forgot Password link to have a new temporary password emailed to
Miles & More
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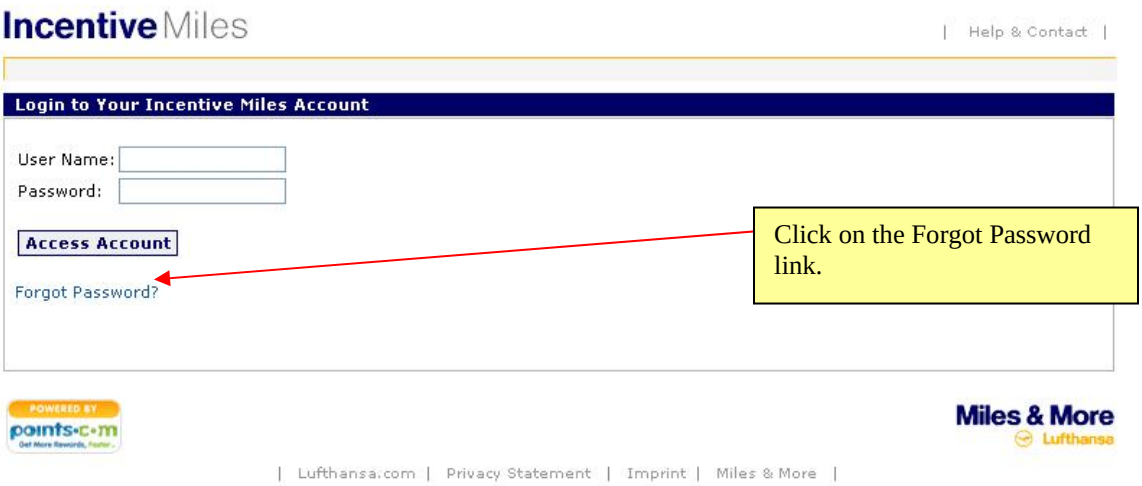
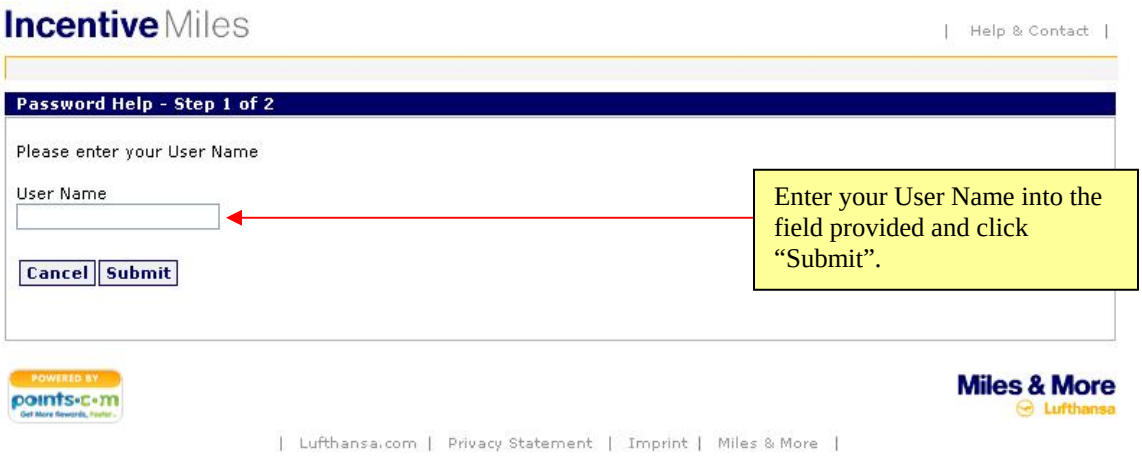
Note: *You have three tries to successfully log into the system. If you fail three times with the same User Name, your user account will be locked out of the system. A user with administrator access for your account (i.e. at your company) can reset your account, or contact Miles & More (processing@milesandmore.com) to have your user account reset.*

Forgot Password

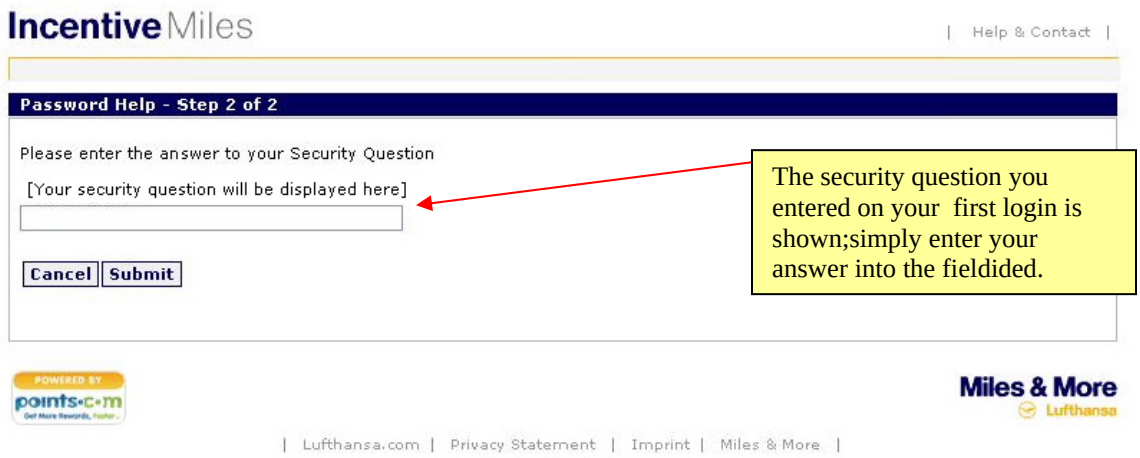
If you have forgotten your password, simply follow the two-step process below and the system will email you a new temporary password.



Step 1 – Enter Your User Name


Incentive Miles
Help & Contact
Password Help - Step 1 of 2
Please enter your User Name
User Name
Cancel
Submit
Enter your User Name into the field provided and click "Submit".
Miles & More
Lufthansa
Lufthansa.com | Privacy Statement | Imprint | Miles & More

Step 2 – Enter the Answer to Your Security Question


IncentiveMiles
| Help & Contact |
Password Help - Step 2 of 2
Please enter the answer to your Security Question
[Your security question will be displayed here]
Cancel
Submit
The security question you entered on your first login is shown;simply enter your answer into the fieldided.
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Lufthansa
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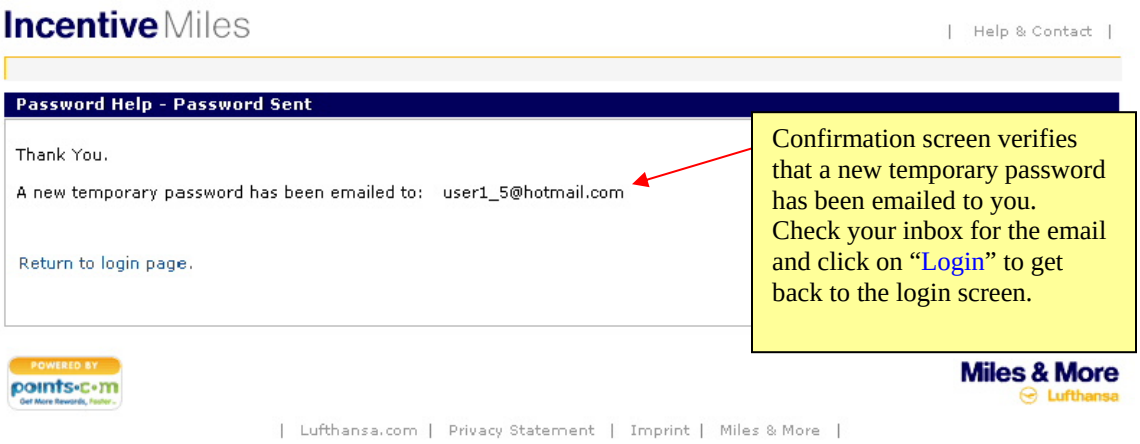
Confirmation


IncentiveMiles
| Help & Contact |
Password Help - Password Sent
Thank You.
A new temporary password has been emailed to: user1_5@hotmail.com
Return to login page.
Confirmation screen verifies that a new temporary password has been emailed to you. Check your inbox for the email and click on "Login" to get back to the login screen.
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Once you receive the email, you will login using your User Name and new temporary password (provided in the email). You will need to reset your password and security question/answer when you login (same as First Login process).

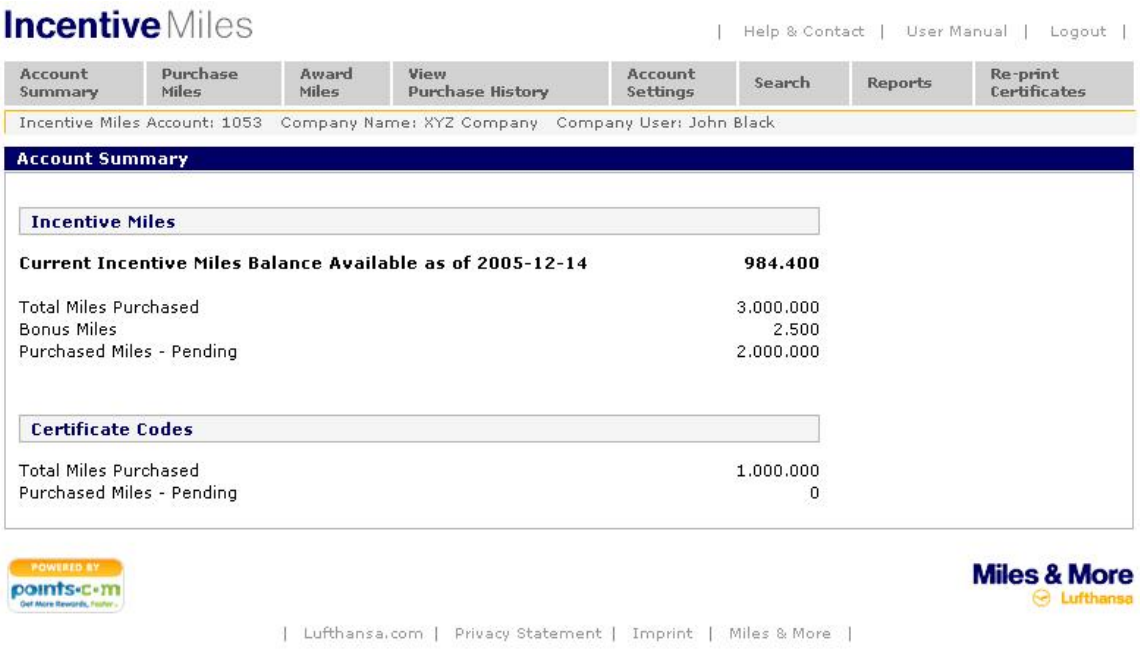
Chapter 4 – General Navigation

Once logged into the system, there are various links in the header and footer of the system to help you along the way.

As well, depending on your level of access *(see Manage User section for more details)*, you will see all or some of the functional tabs that contain the screens where you can purchase and award Incentive Miles as well as administer your account.

Header and Footer Links

Below is a screenshot showing all of the navigation links in the header and footer of the pages. Under the screenshot is a brief description of each link and its use.



Header Links:

Incentive Miles Logo– will take you to the Miles & More site.

Help & Contact – opens an email message to processing@milesandmore.com for you to submit any questions that you have about the Incentive Miles program.

User Manual – opens this user manual in .pdf form in a separate browser window.

Logout – logs you out of your account and brings you to the Incentive Miles login screen.

Footer Links:

Points.com Logo – will take you to Points.com's site. The Incentive Miles application is powered by Points.com Business Solutions, which is a leader in data integration services and B2B private label loyalty applications. Points.com owns and operates the world's leading reward program management portal, where consumers can Earn, Buy and Swap points and miles between reward programs, to Get More Rewards, Faster™, as well as track all of their points and miles balances in one place.

Lufthansa.com – will take you to Lufthansa's main web site.

Privacy Statement – will take you to the Miles & More privacy statement.

Imprint – Opens a new browser window detailing copyright information for the Incentive Miles site.

Miles & More Link and Logo – will take you to the main Miles & More site.

Corporate Account Site Tabs

Account Summary – shows a summary of the details of your account, such as the number of Incentive Miles and Certificate Codes purchased to date and available for awarding.

Purchase Miles – the section where you will purchase Incentive Miles into your online account and/or purchase Certificate Codes, which can be downloaded from the system and awarded to customers offline.

Award Miles – the section where you will award miles from your online account balance. These miles can be awarded in 4 ways: direct credit, bulk upload, printed certificates, or emailed certificates.

View Purchase History – the section where you can review all of your purchases, download the purchased certificate codes, and view and print off invoices for your purchases.

Account Settings – the section where you can edit your company and primary contact information, as well as the place where you can edit your user account information and create/edit other users (if you have access to this feature).

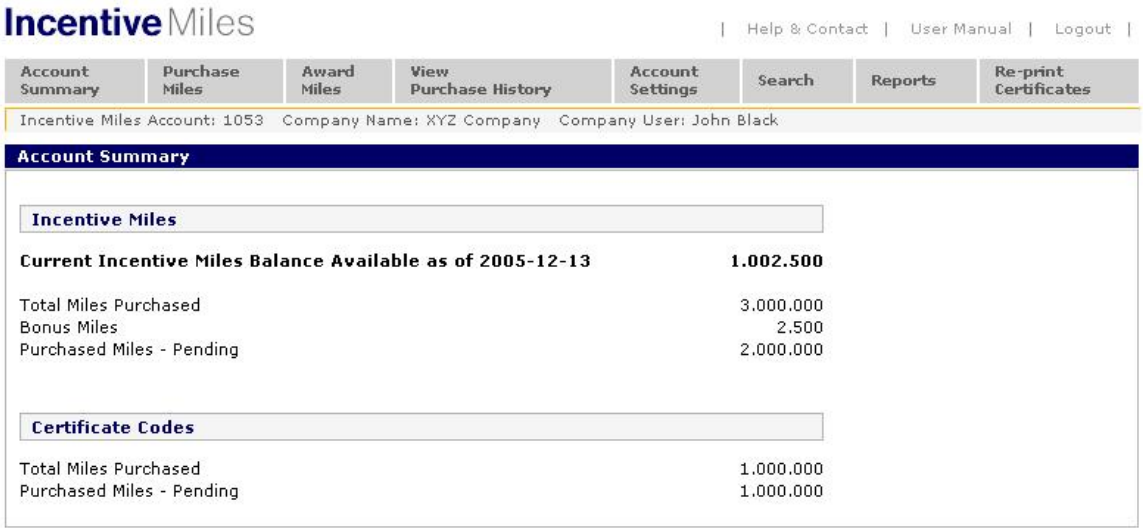
Search – allows you to search awards and redemptions by MMI account number, certificate code number, transaction confirmation number, or email address of the member who was awarded the miles or redeemed a code for miles.

Reports – allows you to see by month, the list of direct credits, emailed certificates or printed certificates that you awarded. For miles awarded via bulk upload please refer to your upload lists and the received confirmation and error messages. Due to high volume of this data, those records cannot be shown in the Reports section.

Re-print Certificates – allows you to re-print certificates that have already been printed. You can search for the certificate(s) by confirmation number, first and last name (exact match only), or by date (all awarded by printed certificate on one specific day). The certificates are displayed again and are available to re-print.

Chapter 5 – Account Summary

The Account Summary page is the initial page you will see when you log into the system. It provides you with a quick overview of your account.



Incentive Miles

Current Incentive Miles Balance Available as of YYYY-MM-DD: displays the total miles that you currently have available to award to Miles and More members. This is the Total Miles Purchased that have been released (i.e. have been paid for), plus any miles that have been bonused to your account, minus any miles that have expired and any miles that have already been awarded.

Total Miles Purchased: displays the total number of Incentive Miles that you have purchased to date. This includes all completed purchases and purchases still pending payment.

Free Bonus Miles: this line will only display if you have been issued free bonus miles from the Incentive Miles program.

Purchased Miles – Pending: displays miles that have been purchased but where payment is still pending (i.e. miles have not been released).

Certificate Codes

Total Miles Purchased: displays the total number of miles that you have purchased as Certificate Codes to date. This includes all completed purchases and purchases still pending payment.

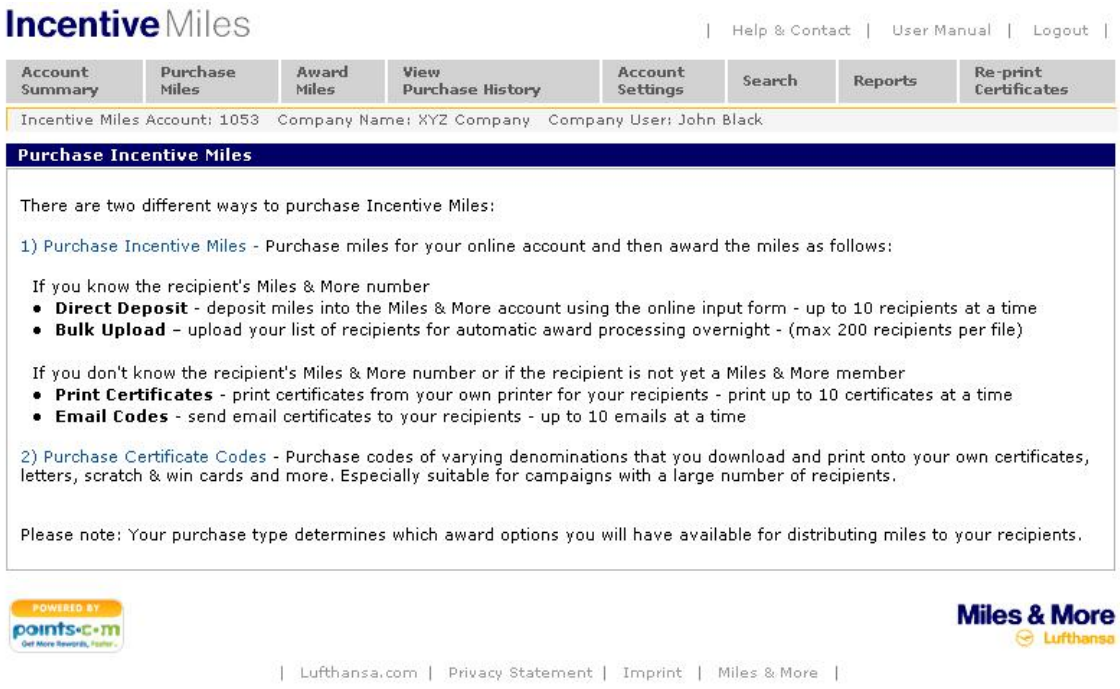
Purchased Miles – Pending: displays the certificate codes that have been purchased but where payment is still pending (i.e. codes have not been released).

Chapter 6 – Purchase Miles

There are two different types of purchases available to you in the Incentive Miles Program:

1. **Incentive Miles** – these are miles that are deposited into an 'online account' and are available for you to award to Miles & More members in any one of the 4 ways described in the Award Miles section.

2. **Certificate Codes** – this feature allows you to purchase miles as codes that are assigned specific denominations at the time of purchase. You can then use the codes in any distribution method you need (i.e. print on certificates, under bottle caps, on packaging/boxes, email out, etc.). Miles & More members who receive these codes then go to the Miles & More Redemption Site to redeem them for miles into their Miles & More account.


Incentive Miles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Incentive Miles
There are two different ways to purchase Incentive Miles:
1) Purchase Incentive Miles - Purchase miles for your online account and then award the miles as follows:
If you know the recipient's Miles & More number
Direct Deposit - deposit miles into the Miles & More account using the online input form - up to 10 recipients at a time
Bulk Upload – upload your list of recipients for automatic award processing overnight - (max 200 recipients per file)
If you don't know the recipient's Miles & More number or if the recipient is not yet a Miles & More member
Print Certificates - print certificates from your own printer for your recipients - print up to 10 certificates at a time
Email Codes - send email certificates to your recipients - up to 10 emails at a time
2) Purchase Certificate Codes - Purchase codes of varying denominations that you download and print onto your own certificates, letters, scratch & win cards and more. Especially suitable for campaigns with a large number of recipients.
Please note: Your purchase type determines which award options you will have available for distributing miles to your recipients.
Miles & More
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Payment Methods

The following methods of payment are supported for both Incentive Miles and Certificate Code purchases:

- Visa
- Mastercard
- American Express
- Wire Transfer

Note: *if you are paying via credit card, the maximum allowed per transaction is 30.000 Euros. Therefore, if your purchase total exceeds 30.000 Euros, you must choose Wire Transfer as the payment method.*

If you are paying via Wire Transfer, below are the transfer details. These details are also included on the confirmation screen and in the online invoice available to you.

Wire Transfer payment to:
Account Holder: Miles & More International GmbH
Account: 211 729 007
Bank code: 502 109 00
Bank: Citibank Frankfurt
Swift Code: CITIDEFF
IBAN: DE 18 5021 0900 0211 7290 07

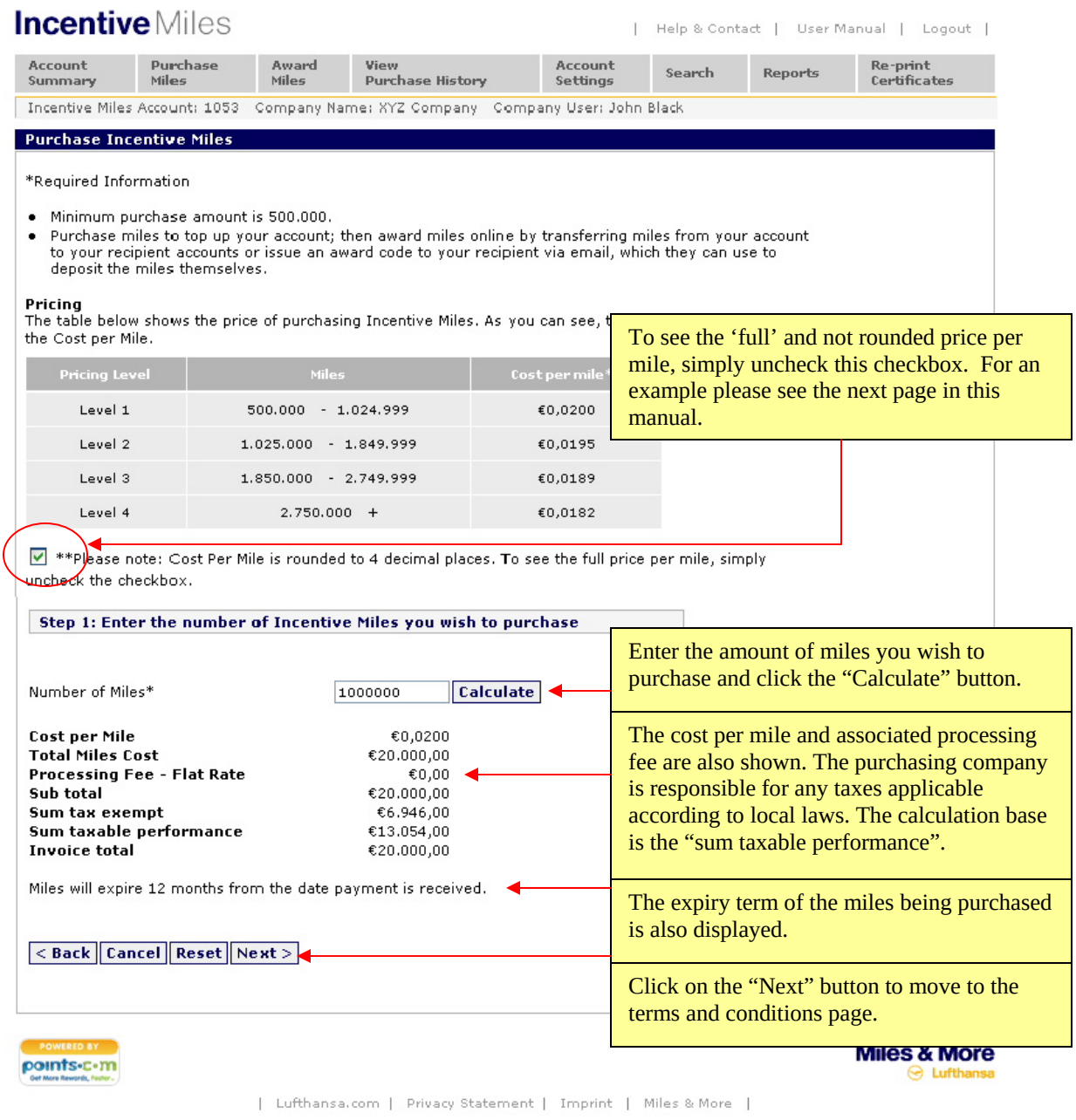
Purchase Incentive Miles (Online Miles)

In order to purchase miles into your Incentive Miles account simply click on the "Purchase Incentive Miles" link from the Purchase Miles page, and enter in the number of miles you wish to purchase.

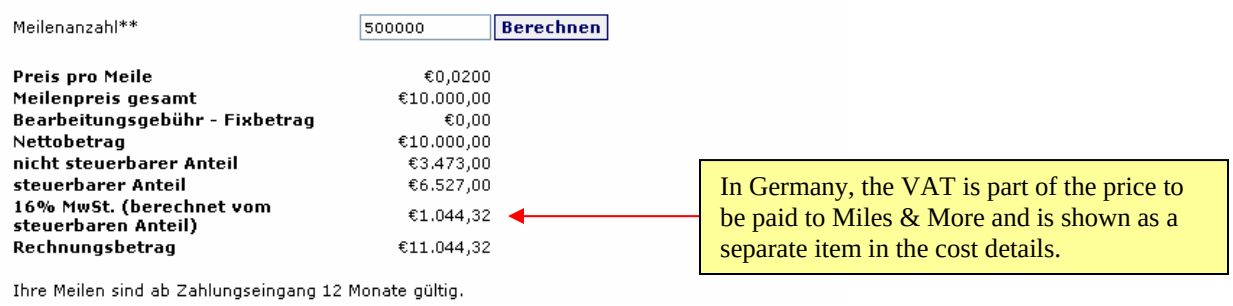
The pricing table displayed shows you the minimum number of miles you need to purchase and the cost per mile depending on how many miles you are purchasing.

Note: *the price per mile is rounded to 4 decimal places. In order to see the full price per mile (used in calculating the final cost), simply uncheck the checkbox below the pricing table.*

Purchase Incentive Miles -- Quantity


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary | Purchase Miles | Award Miles | View Purchase History | Account Settings | Search | Reports | Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Incentive Miles
*Required Information
Minimum purchase amount is 500.000.
Purchase miles to top up your account; then award miles online by transferring miles from your account to your recipient accounts or issue an award code to your recipient via email, which they can use to deposit the miles themselves.
Pricing
The table below shows the price of purchasing Incentive Miles. As you can see, t
the Cost per Mile.
Pricing Level | Miles | Cost per mile
Level 1 | 500.000 - 1.024.999 | €0,0200
Level 2 | 1.025.000 - 1.849.999 | €0,0195
Level 3 | 1.850.000 - 2.749.999 | €0,0189
Level 4 | 2.750.000 + | €0,0182
**Please note: Cost Per Mile is rounded to 4 decimal places. To see the full price per mile, simply uncheck the checkbox.
Step 1: Enter the number of Incentive Miles you wish to purchase
Number of Miles* 1000000 Calculate
Cost per Mile €0,0200
Total Miles Cost €20.000,00
Processing Fee - Flat Rate €0,00
Sub total €20.000,00
Sum tax exempt €6.946,00
Sum taxable performance €13.054,00
Invoice total €20.000,00
Miles will expire 12 months from the date payment is received.
< Back Cancel Reset Next >
To see the 'full' and not rounded price per mile, simply uncheck this checkbox. For an example please see the next page in this manual.
Enter the amount of miles you wish to purchase and click the "Calculate" button.
The cost per mile and associated processing fee are also shown. The purchasing company is responsible for any taxes applicable according to local laws. The calculation base is the "sum taxable performance".
The expiry term of the miles being purchased is also displayed.
Click on the "Next" button to move to the terms and conditions page.
Miles & More
Lufthansa
Lufthansa.com | Privacy Statement | Imprint | Miles & More

***** Note for German Accounts:***

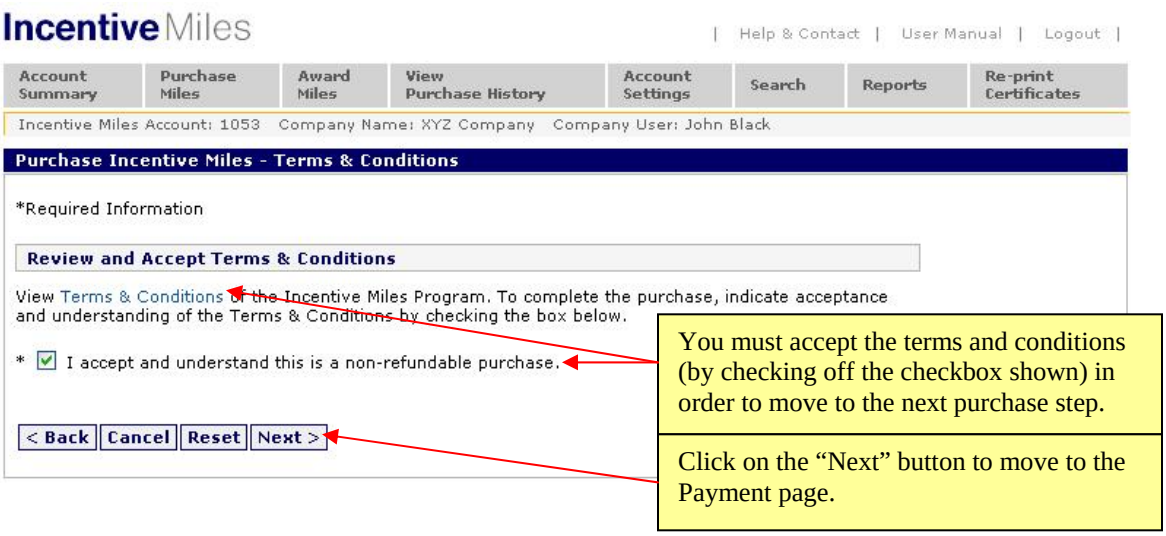

Meilenanzahl** 500000 Berechnen
Preis pro Meile €0,0200
Meilenpreis gesamt €10.000,00
Bearbeitungsgebühr - Fixbetrag €0,00
Nettobetrag €10.000,00
nicht steuerbarer Anteil €3.473,00
steuerbarer Anteil €6.527,00
16% MwSt. (berechnet vom steuerbaren Anteil) €1.044,32
Rechnungsbetrag €11.044,32
Ihre Meilen sind ab Zahlungseingang 12 Monate gültig.
In Germany, the VAT is part of the price to be paid to Miles & More and is shown as a separate item in the cost details.

Full Price Per Mile Table

Pricing Level	Miles	Cost per mile**
Level 1	500.000 - 1.024.999	€0,0200000000000000
Level 2	1.025.000 - 1.849.999	€0,0195121951219512
Level 3	1.850.000 - 2.749.999	€0,0189189189189189
Level 4	2.750.000 +	€0,0181818181818182

To see the 'full' and not rounded price per mile, simply uncheck this checkbox.

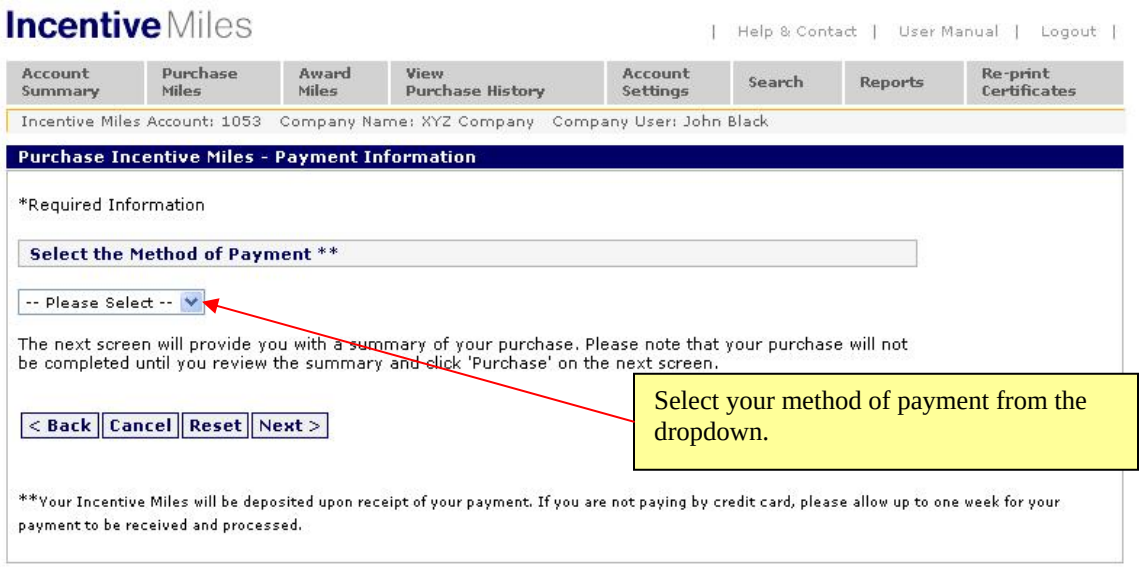
Purchase Incentive Miles – Terms and Conditions


Incentive Miles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Incentive Miles - Terms & Conditions
*Required Information
Review and Accept Terms & Conditions
View Terms & Conditions of the Incentive Miles Program. To complete the purchase, indicate acceptance and understanding of the Terms & Conditions by checking the box below.
* I accept and understand this is a non-refundable purchase.
< Back
Cancel
Reset
Next >

You must accept the terms and conditions (by checking off the checkbox shown) in order to move to the next purchase step.

Click on the "Next" button to move to the Payment page.

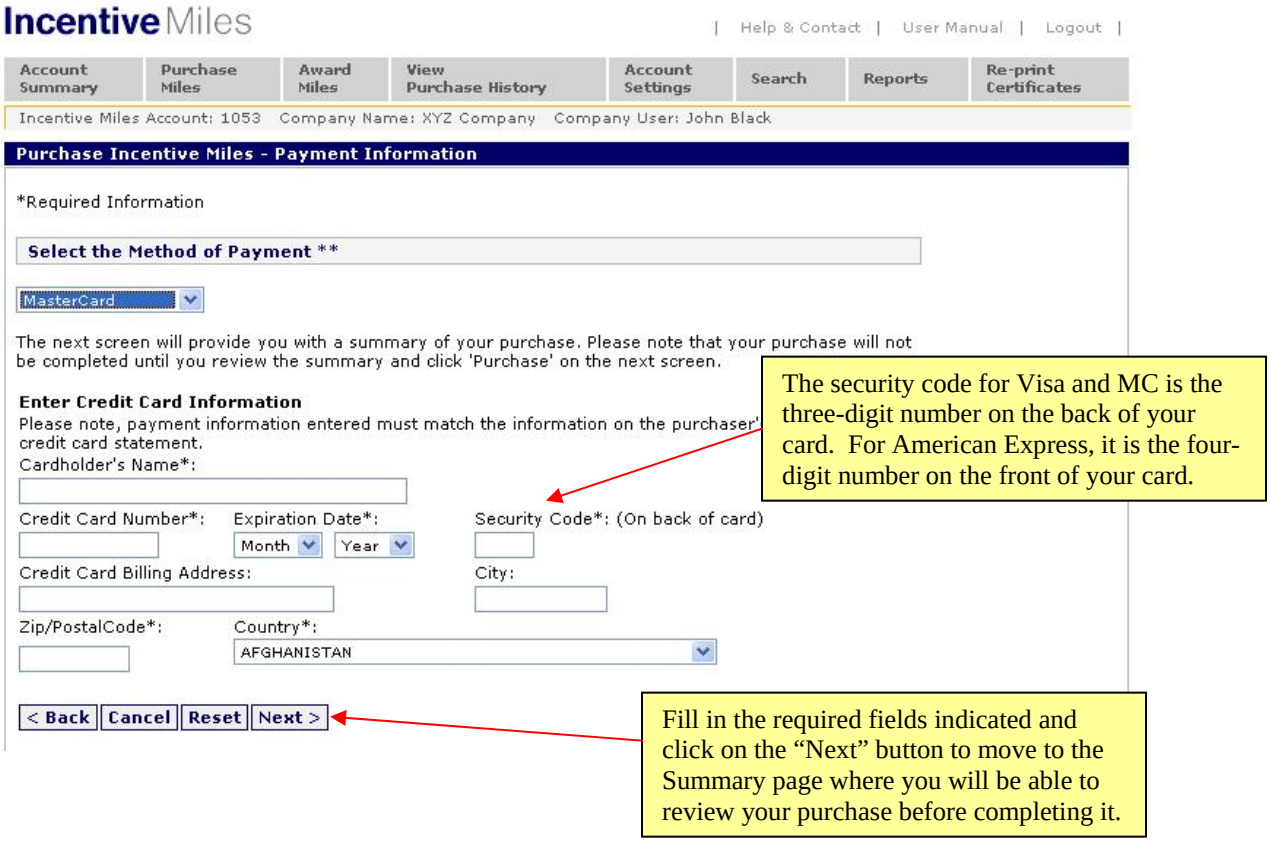
Purchase Incentive Miles – Payment Information


Incentive Miles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Incentive Miles - Payment Information
*Required Information
Select the Method of Payment **
-- Please Select --
The next screen will provide you with a summary of your purchase. Please note that your purchase will not be completed until you review the summary and click 'Purchase' on the next screen.
< Back
Cancel
Reset
Next >
**Your Incentive Miles will be deposited upon receipt of your payment. If you are not paying by credit card, please allow up to one week for your payment to be received and processed.

Select your method of payment from the dropdown.

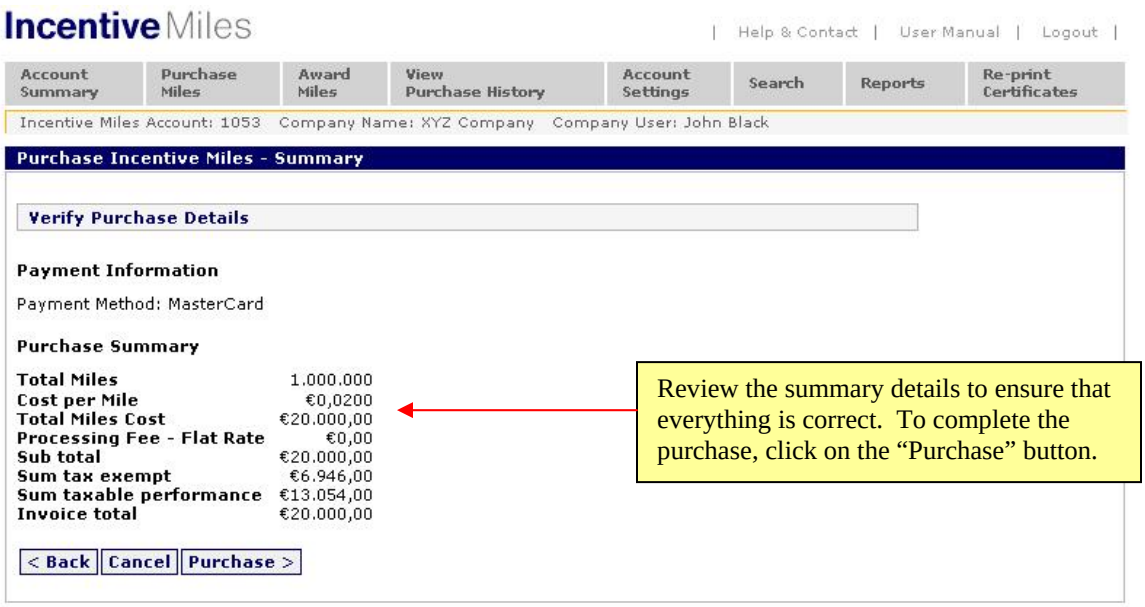
If you choose a credit card, the payment page will refresh with the additional fields you need to fill out before moving on. If you choose Wire Transfer, simply click the "Next" button to move to the Summary page where you can review your purchase before you submit it.

Payment via Credit Card

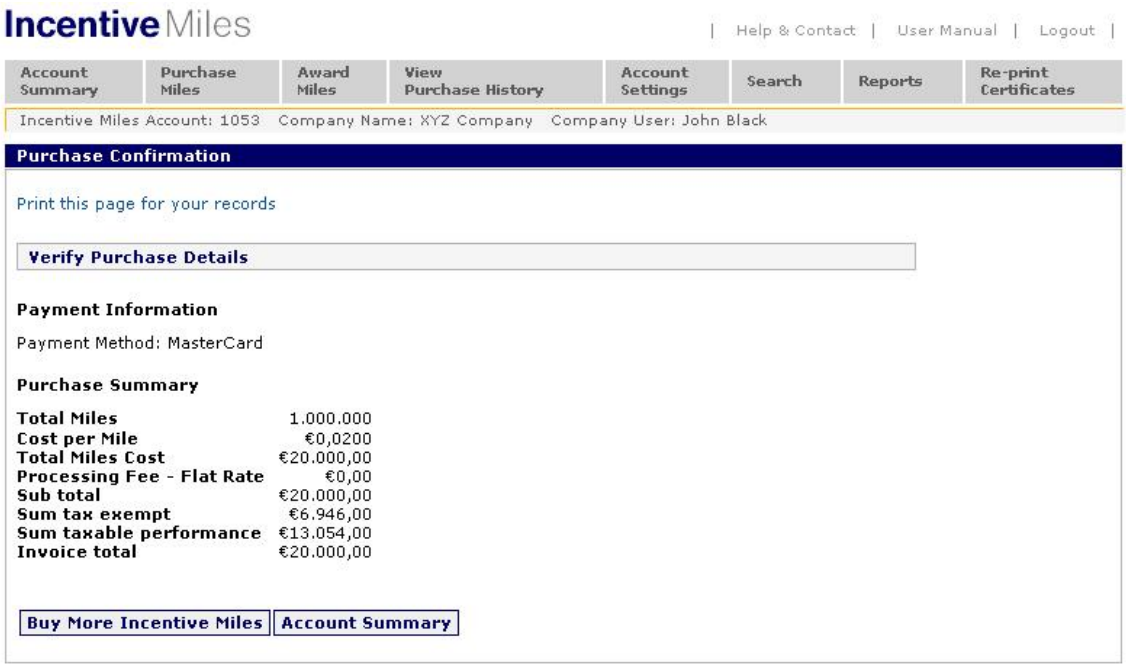

IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Incentive Miles - Payment Information
*Required Information
Select the Method of Payment **
MasterCard
The next screen will provide you with a summary of your purchase. Please note that your purchase will not be completed until you review the summary and click 'Purchase' on the next screen.
Enter Credit Card Information
Please note, payment information entered must match the information on the purchaser' credit card statement.
Cardholder's Name*:
Credit Card Number*:
Expiration Date*:
Month
Year
Security Code*: (On back of card)
Credit Card Billing Address:
City:
Zip/PostalCode*:
Country*:
AFGHANISTAN
< Back
Cancel
Reset
Next >
The security code for Visa and MC is the three-digit number on the back of your card. For American Express, it is the four-digit number on the front of your card.
Fill in the required fields indicated and click on the "Next" button to move to the Summary page where you will be able to review your purchase before completing it.

Note: *if you are paying via credit card, the maximum allowed per transaction is 30.000 Euros. Therefore if your purchase total exceeds 30.000 Euros, you must choose Wire Transfer as the payment method.*

Purchase Incentive Miles – Summary


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Incentive Miles - Summary
Verify Purchase Details
Payment Information
Payment Method: MasterCard
Purchase Summary
Total Miles 1.000.000
Cost per Mile €0,0200
Total Miles Cost €20.000,00
Processing Fee - Flat Rate €0,00
Sub total €20.000,00
Sum tax exempt €6.946,00
Sum taxable performance €13.054,00
Invoice total €20.000,00
< Back
Cancel
Purchase >
Review the summary details to ensure that everything is correct. To complete the purchase, click on the "Purchase" button.

Purchase Incentive Miles – Confirmation



If the payment is via Credit Card, once you complete your purchase, your credit card is charged. If the charging is successful, the miles you have purchased will be immediately released and available for you to award.

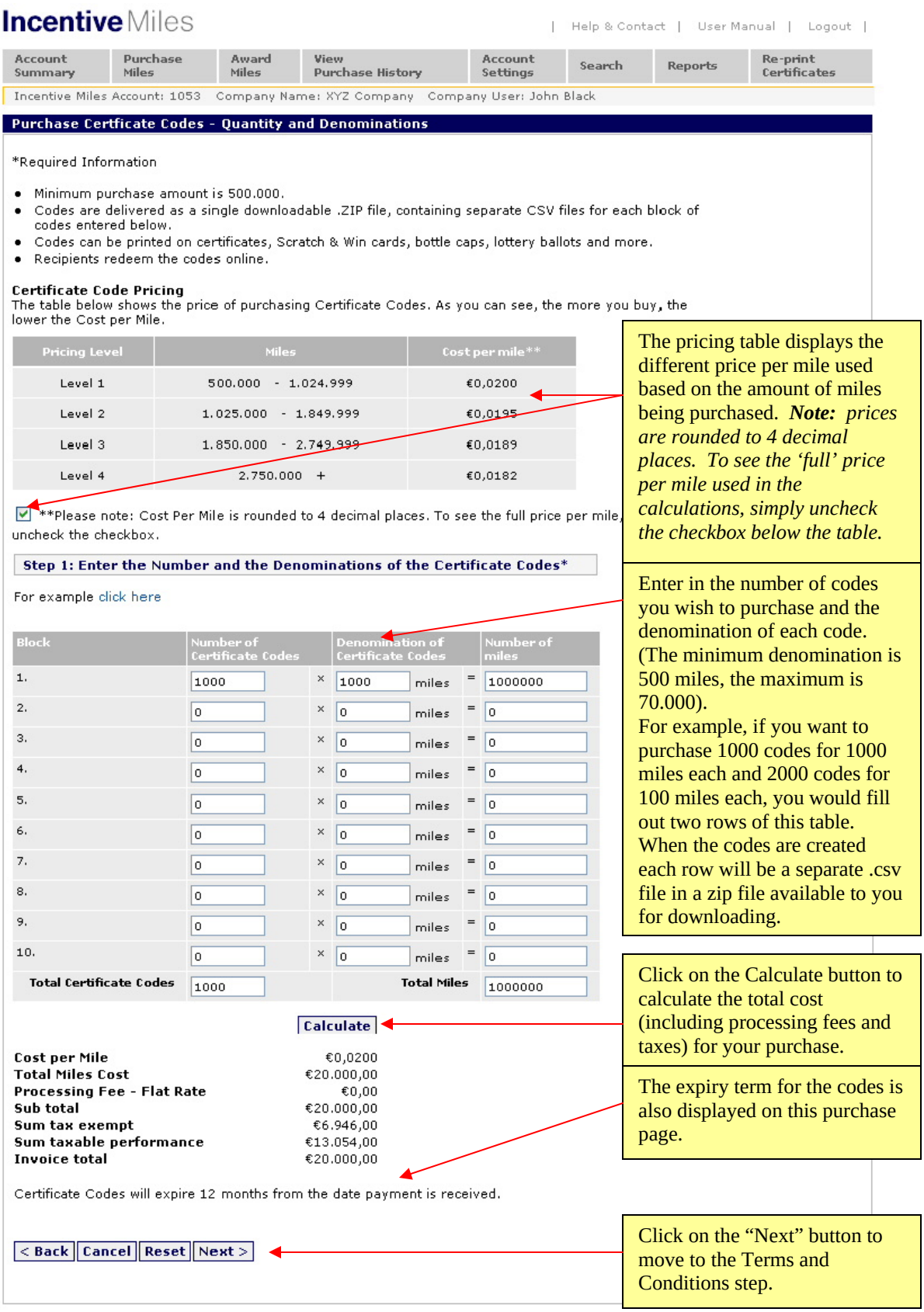
If the payment is via Wire Transfer, the miles will be released only after your wire transfer payment has been received and processed by Miles & More.

As well, once an invoice number for your purchase has been assigned by Miles & More, you will receive an email notifying you that your invoice is ready and where you will find it in the system.

Purchase Certificate Codes

The process for purchasing Certificate Codes is similar to purchasing Incentive Miles into your online account. The main difference is that with Certificate Codes, you must determine the quantity of codes and the number of miles per code (denomination) at the time of purchase.

Purchase Certificate Codes – Quantity and Denominations


IncentiveMiles
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Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Certficate Codes - Quantity and Denominations
*Required Information
Minimum purchase amount is 500.000.
Codes are delivered as a single downloadable .ZIP file, containing separate CSV files for each block of codes entered below.
Codes can be printed on certificates, Scratch & Win cards, bottle caps, lottery ballots and more.
Recipients redeem the codes online.
Certificate Code Pricing
The table below shows the price of purchasing Certificate Codes. As you can see, the more you buy, the lower the Cost per Mile.
Pricing Level
Miles
Cost per mile**
Level 1
500.000 - 1.024.999
€0,0200
Level 2
1.025.000 - 1.849.999
€0,0195
Level 3
1.850.000 - 2.749.999
€0,0189
Level 4
2.750.000 +
€0,0182
**Please note: Cost Per Mile is rounded to 4 decimal places. To see the full price per mile, uncheck the checkbox.
Step 1: Enter the Number and the Denominations of the Certificate Codes*
For example click here
Block
Number of Certificate Codes
Denomination of Certificate Codes
Number of miles
1. 1000 × 1000 miles = 1000000
2. 0 × 0 miles = 0
3. 0 × 0 miles = 0
4. 0 × 0 miles = 0
5. 0 × 0 miles = 0
6. 0 × 0 miles = 0
7. 0 × 0 miles = 0
8. 0 × 0 miles = 0
9. 0 × 0 miles = 0
10. 0 × 0 miles = 0
Total Certificate Codes 1000
Total Miles 1000000
Calculate
Cost per Mile €0,0200
Total Miles Cost €20.000,00
Processing Fee - Flat Rate €0,00
Sub total €20.000,00
Sum tax exempt €6.946,00
Sum taxable performance €13.054,00
Invoice total €20.000,00
Certificate Codes will expire 12 months from the date payment is received.
< Back
Cancel
Reset
Next >

The pricing table displays the different price per mile used based on the amount of miles being purchased. ***Note:*** *prices are rounded to 4 decimal places. To see the 'full' price per mile used in the calculations, simply uncheck the checkbox below the table.*

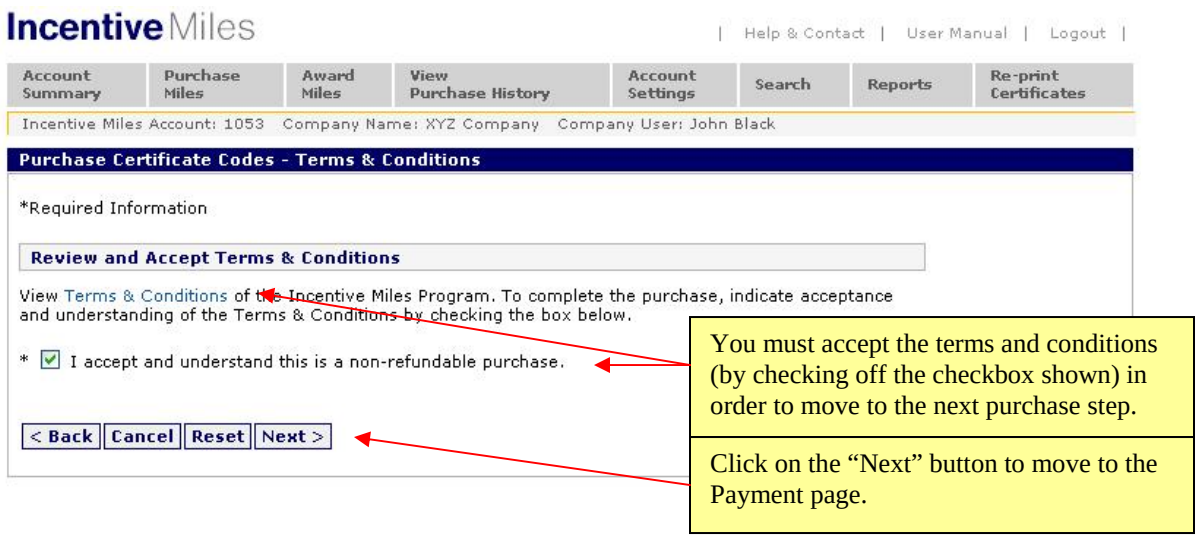
Enter in the number of codes you wish to purchase and the denomination of each code. (The minimum denomination is 500 miles, the maximum is 70.000).
For example, if you want to purchase 1000 codes for 1000 miles each and 2000 codes for 100 miles each, you would fill out two rows of this table.
When the codes are created each row will be a separate .csv file in a zip file available to you for downloading.

Click on the Calculate button to calculate the total cost (including processing fees and taxes) for your purchase.

The expiry term for the codes is also displayed on this purchase page.

Click on the "Next" button to move to the Terms and Conditions step.

Purchase Certificate Codes – Terms and Conditions


IncentiveMiles
Help & Contact | User Manual | Logout
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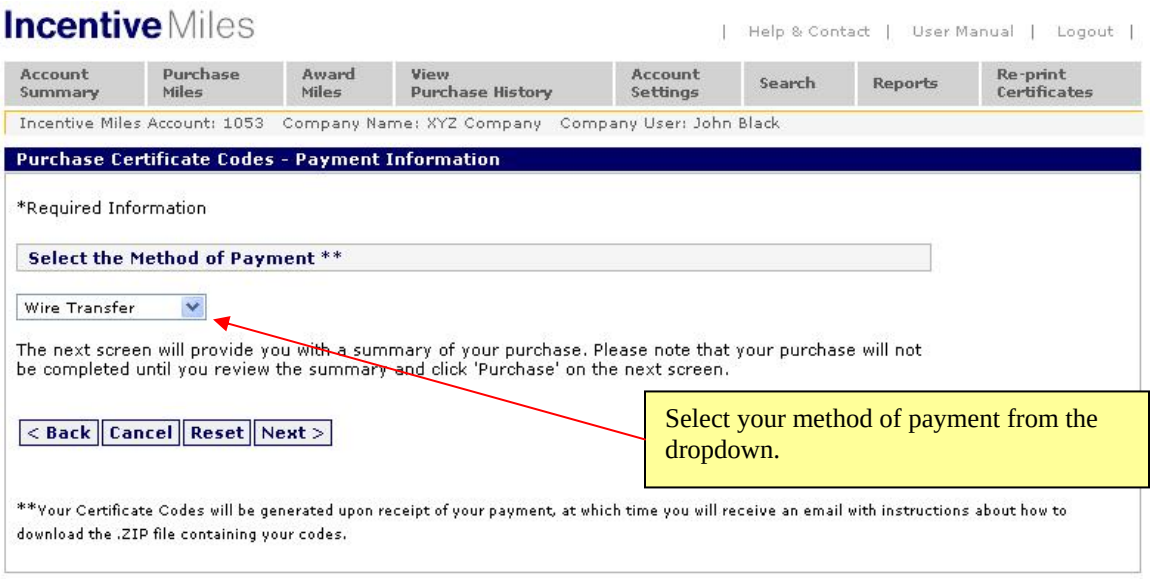
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Certificate Codes - Terms & Conditions
*Required Information
Review and Accept Terms & Conditions
View Terms & Conditions of the Incentive Miles Program. To complete the purchase, indicate acceptance and understanding of the Terms & Conditions by checking the box below.
* I accept and understand this is a non-refundable purchase.
< Back
Cancel
Reset
Next >
You must accept the terms and conditions (by checking off the checkbox shown) in order to move to the next purchase step.
Click on the "Next" button to move to the Payment page.

Purchase Certificate Codes – Payment Information


IncentiveMiles
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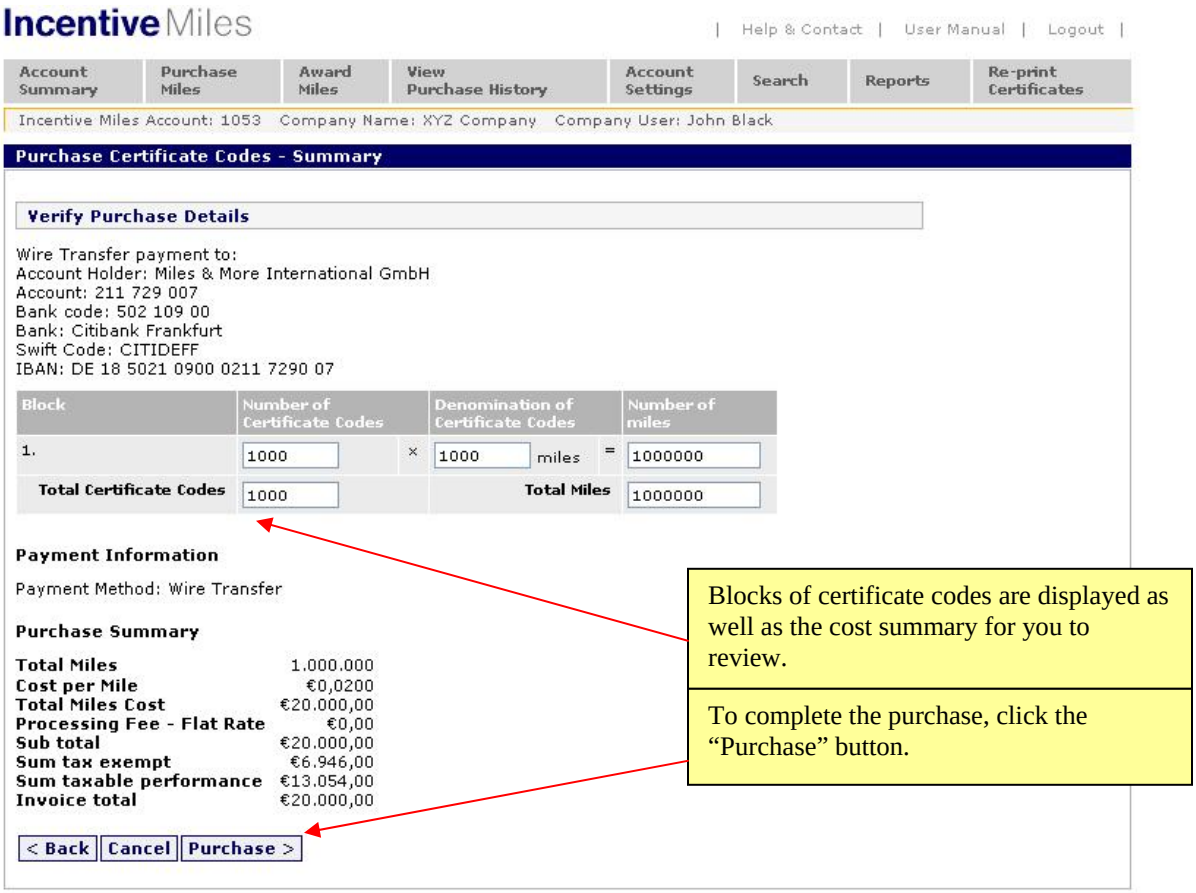
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Certificate Codes - Payment Information
*Required Information
Select the Method of Payment **
Wire Transfer
The next screen will provide you with a summary of your purchase. Please note that your purchase will not be completed until you review the summary and click 'Purchase' on the next screen.
< Back
Cancel
Reset
Next >
**Your Certificate Codes will be generated upon receipt of your payment, at which time you will receive an email with instructions about how to download the .ZIP file containing your codes.
Select your method of payment from the dropdown.

If you choose a credit card, the payment page will refresh with the additional fields you need to fill out before moving on. If you choose Wire Transfer, then simply click the "Next" button to move to the Summary page where you can review your purchase before you submit it.

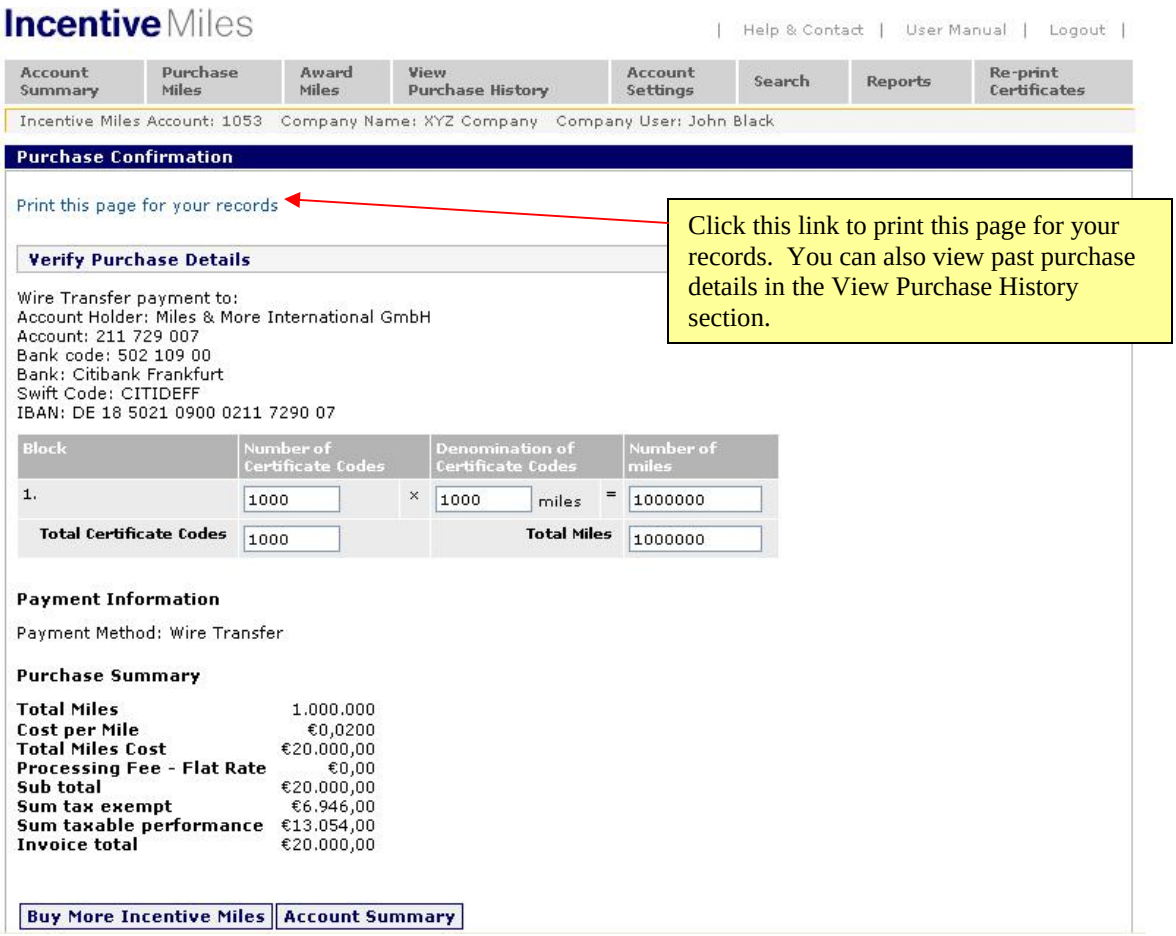
Note: *if you are paying via credit card, the maximum allowed per transaction is 30.000 Euros. Therefore if your purchase total exceeds 30.000 Euros, you must choose Wire Transfer as the payment method.*

To see the payment screen for credit cards, click here.

Purchase Certificate Codes – Summary



Purchase Certificate Codes – Confirmation


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase Confirmation
Print this page for your records
Click this link to print this page for your records. You can also view past purchase details in the View Purchase History section.
Verify Purchase Details
Wire Transfer payment to:
Account Holder: Miles & More International GmbH
Account: 211 729 007
Bank code: 502 109 00
Bank: Citibank Frankfurt
Swift Code: CITIDEFF
IBAN: DE 18 5021 0900 0211 7290 07
Block
Number of Certificate Codes
Denomination of Certificate Codes
Number of miles
1.
1000
× 1000 miles = 1000000
Total Certificate Codes 1000
Total Miles 1000000
Payment Information
Payment Method: Wire Transfer
Purchase Summary
Total Miles 1.000.000
Cost per Mile €0,0200
Total Miles Cost €20.000,00
Processing Fee - Flat Rate €0,00
Sub total €20.000,00
Sum tax exempt €6.946,00
Sum taxable performance €13.054,00
Invoice total €20.000,00
Buy More Incentive Miles
Account Summary

If the payment is via Credit Card, once you complete your purchase, your credit card is charged. If the charge is successful, the Certificate Codes will be produced immediately and will be available for download. You will receive an email when the codes are ready with instructions on how to download them.

If the payment is via Wire Transfer, the Certificate Codes will be released only after your wire transfer payment has been received and processed by Miles & More. You will then receive an email with instructions on how to download the codes.

As well, once an invoice number for your purchase has been assigned by Miles & More, you will receive an email notifying you that your invoice is ready and how to print it for your records.

Chapter 7 – Award Miles

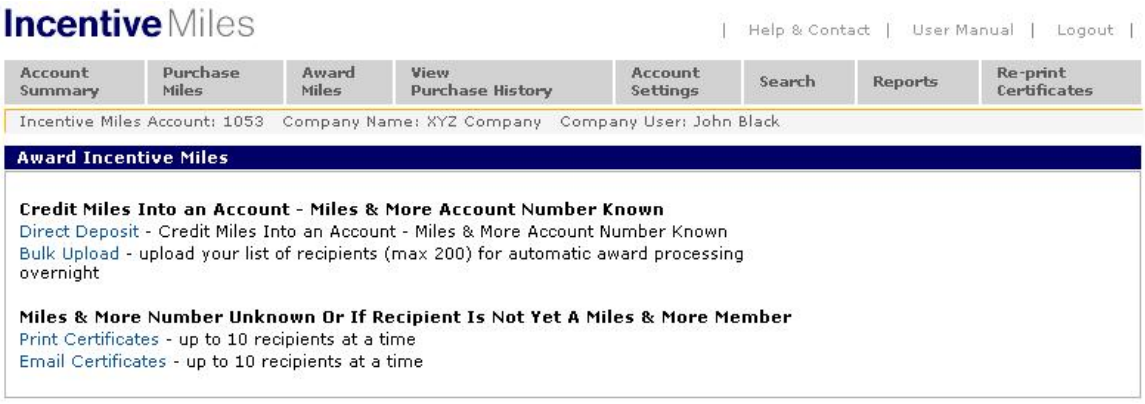
The Incentive Miles Program provides four ways for you to award miles from your online Incentive Miles balance:

If you know the member's Miles & More name and account number:

1. Direct Credit (direct deposit) – enter up to 10 Miles & More member's names, account numbers, email addresses and number of miles to credit to their accounts.
2. Bulk Upload – upload a file of up to 200 Miles & More members with their names, account numbers, email addresses and the number of miles to credit to their accounts.

If you don't know the member's Miles & More account number:

3. Printed Certificate – enter up to 10 Miles & More member's names and the number of miles to credit to their accounts. Certificates will be displayed on screen with a unique code for each certificate. You will then be able to print the certificates from your printer. The member will then redeem the code on the Redemption site in order to get the miles credited to their account.
4. Email Certificate – enter up to 10 Miles & More member's names, email addresses and number of miles to credit to their accounts. Emails will be sent to each member with a unique code in the email. The member will then redeem the code on the Redemption site in order to get the miles credited to their account.


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Award Incentive Miles
Credit Miles Into an Account - Miles & More Account Number Known
Direct Deposit - Credit Miles Into an Account - Miles & More Account Number Known
Bulk Upload - upload your list of recipients (max 200) for automatic award processing overnight
Miles & More Number Unknown Or If Recipient Is Not Yet A Miles & More Member
Print Certificates - up to 10 recipients at a time
Email Certificates - up to 10 recipients at a time

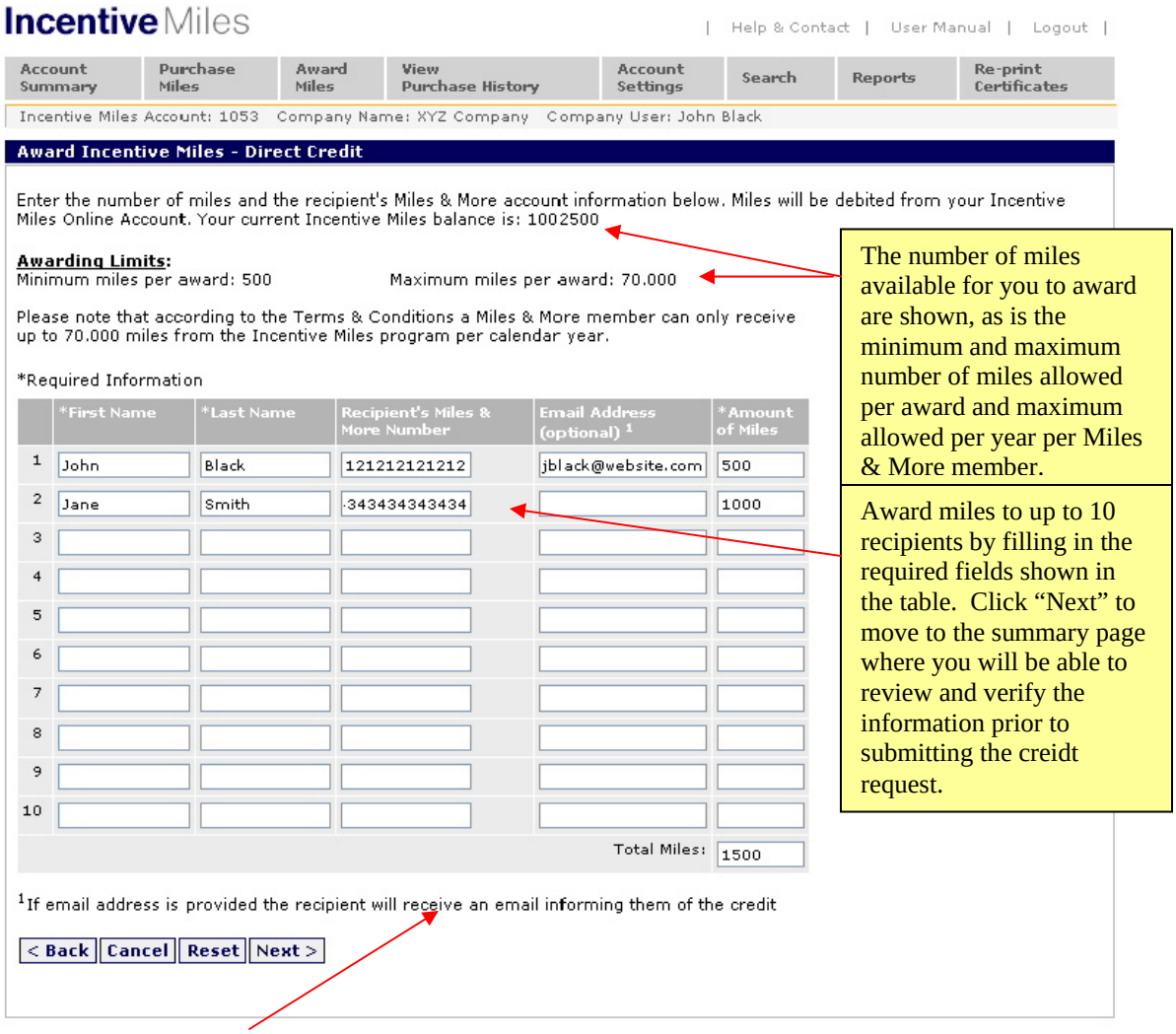
In each award section, you will be shown the following details at the top of the page:

- **Current Incentive Miles Balance** – The number displayed is the number of miles that are available for you to award, which are the Incentive Miles that you have purchased and that have been released (i.e. payment has been received), less the number of miles that have already been awarded and any miles that have expired.
- **Minimum Miles Per Award** – the minimum number of miles that you must award to a recipient. Therefore the number you enter into the "Amount of Miles" column must be at least this minimum amount.
- **Maximum Miles Per Award** – the maximum number of miles that you can award to a recipient. Therefore, the number you enter into the "Amount of Miles" column must not exceed this maximum amount.
- **Annual Maximum Limit for a Miles & More member** – the maximum amount of miles that each Miles & More member is allowed to receive from the Incentive Miles program as a whole, is also shown.
  Note: *Even if you have not awarded miles to a particular Miles & More member before, you could receive an error message stating that your requested award will exceed the member's annual maximum limit. This is because*

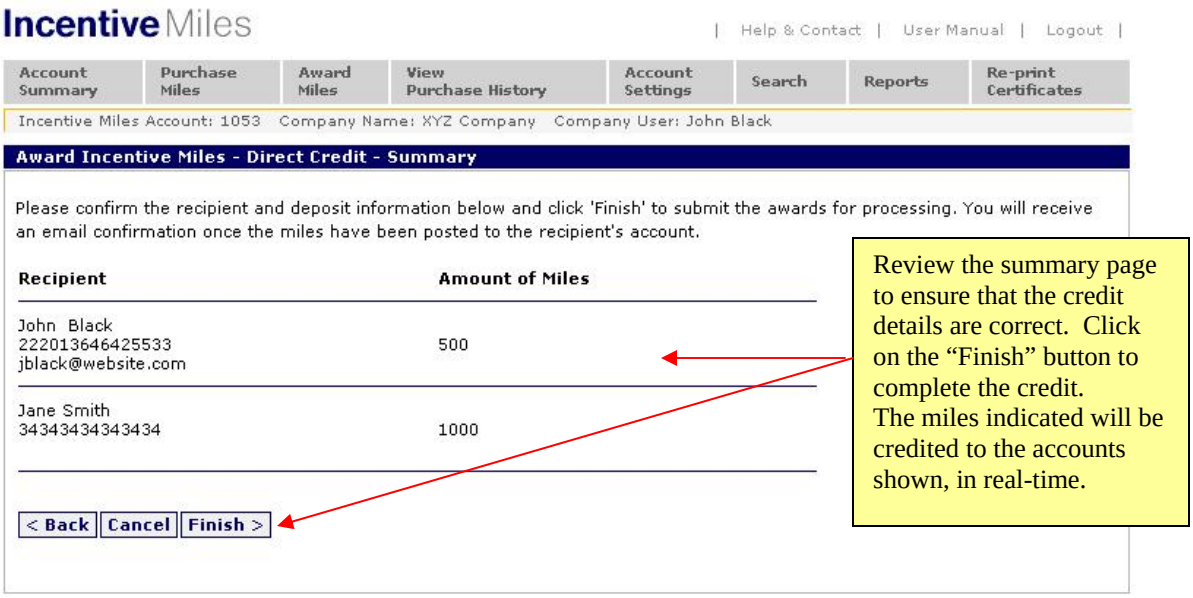
another Incentive Miles Account has already awarded miles to that same member, up to their annual maximum limit permitted by the Incentive Miles Program.

Direct Credit

Direct Credit is the method to use if you know the name and account number of the Miles & More members you want to credit miles to, and if you don't have more than 10 to credit at a time.


Incentive Miles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Award Incentive Miles - Direct Credit
Enter the number of miles and the recipient's Miles & More account information below. Miles will be debited from your Incentive Miles Online Account. Your current Incentive Miles balance is: 1002500
Awarding Limits:
Minimum miles per award: 500
Maximum miles per award: 70.000
Please note that according to the Terms & Conditions a Miles & More member can only receive up to 70.000 miles from the Incentive Miles program per calendar year.
*Required Information
*First Name
*Last Name
Recipient's Miles & More Number
Email Address (optional) 1
*Amount of Miles
1 John Black 121212121212 jblack@website.com 500
2 Jane Smith 343434343434 1000
3
4
5
6
7
8
9
10
Total Miles: 1500
1If email address is provided the recipient will receive an email informing them of the credit
< Back
Cancel
Reset
Next >
The number of miles available for you to award are shown, as is the minimum and maximum number of miles allowed per award and maximum allowed per year per Miles & More member.
Award miles to up to 10 recipients by filling in the required fields shown in the table. Click "Next" to move to the summary page where you will be able to review and verify the information prior to submitting the creidt request.

Note: *email address is an optional field. If it is included, an email will be sent to the member when the miles are credited to their account.*


IncentiveMiles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Award Incentive Miles - Direct Credit - Summary
Please confirm the recipient and deposit information below and click 'Finish' to submit the awards for processing. You will receive an email confirmation once the miles have been posted to the recipient's account.
Recipient
Amount of Miles
John Black
222013646425533
jblack@website.com
500
Jane Smith
34343434343434
1000
< Back
Cancel
Finish >
Review the summary page to ensure that the credit details are correct. Click on the "Finish" button to complete the credit.
The miles indicated will be credited to the accounts shown, in real-time.

IncentiveMiles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Award Incentive Miles - Direct Credit - Confirmation
The transactions below have been submitted for processing and the miles have been deducted from your Incentive Miles account. You will receive a confirmation email within 24 hours.
Confirmation #
Recipient
Amount of Miles
211776
John Black
222013646425533
jblack@website.com
500
211777
Jane Smith
34343434343434
1000
Award More Miles
The confirmation page displays the status and confirmation number of each credit transaction.

A confirmation email will also be sent to you detailing the status of each Direct Credit (i.e. success or failure). As well, an email will be sent to the recipient of the miles, if the credit was successful and an email address was provided for the recipient.

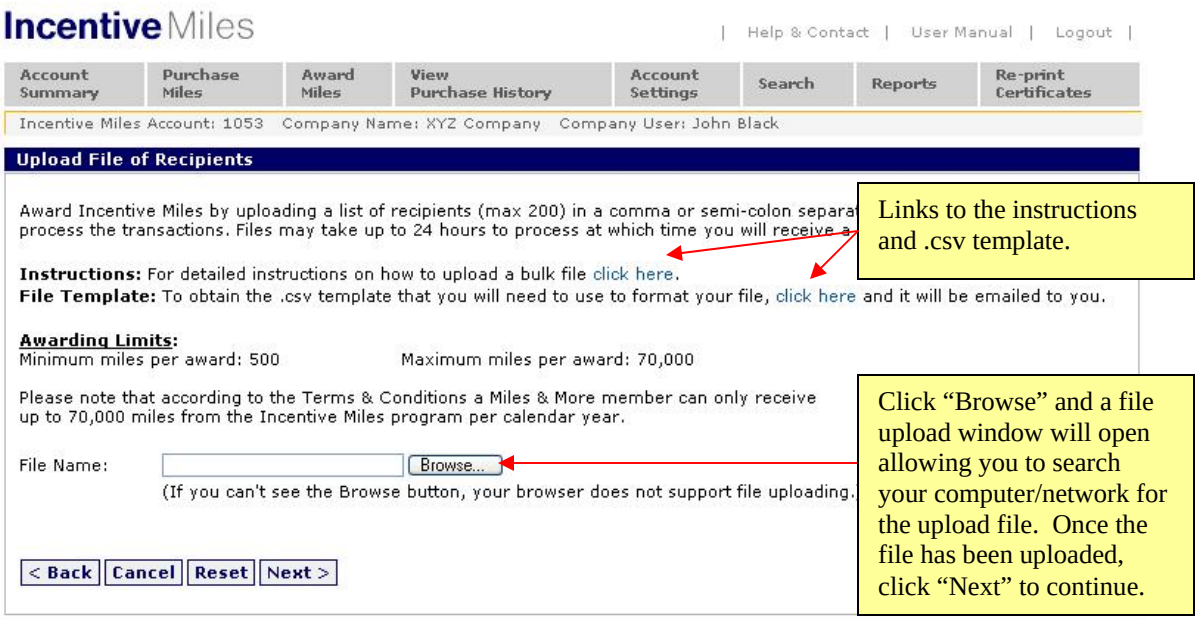
Bulk Upload

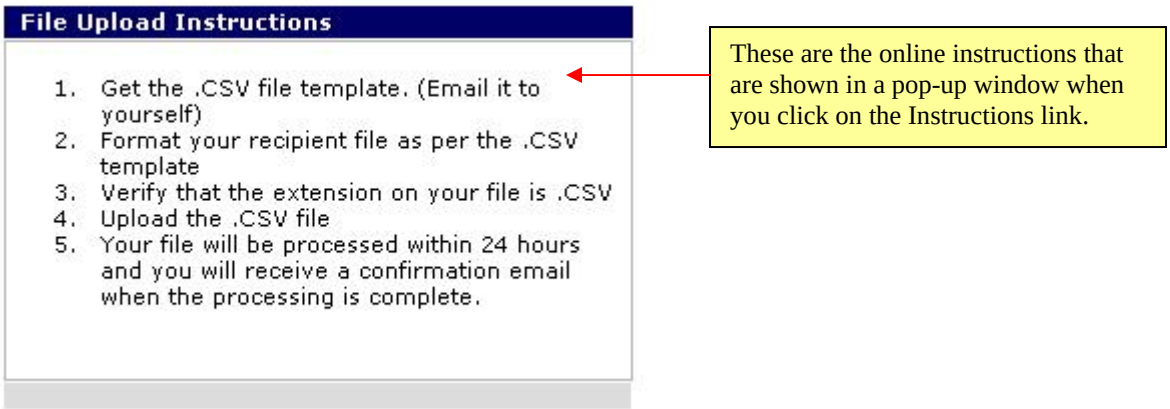
Like Direct Credit, the Bulk Upload feature allows you to deposit miles directly into a Miles & More member's account if you know the member's name and account number.

Unlike Direct Credit, Bulk Upload enables you can credit miles to up to 200 members at a time, by uploading a .csv file that contains all the required information for the credits.

It is highly recommended that you read the online instructions (accessed via a link on the Bulk Upload page) and use the bulk upload template (see link on page to have the template emailed to you). Once you have inputted all of the recipient information into the bulk upload template, save the file as a .csv file and click on the Browse button on the "Upload File of Recipients" page. A browse window should open allowing you to browse your computer/network to locate the .csv file. Select the file and click "Open" to upload the file.

The system will upload the file and if there are any immediate errors (i.e. required data missing or incorrect account numbers), the errors will appear on screen. You will then be able to correct your file and upload it again.


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Upload File of Recipients
Award Incentive Miles by uploading a list of recipients (max 200) in a comma or semi-colon separa
process the transactions. Files may take up to 24 hours to process at which time you will receive a
Instructions: For detailed instructions on how to upload a bulk file click here.
File Template: To obtain the .csv template that you will need to use to format your file, click here and it will be emailed to you.
Awarding Limits:
Minimum miles per award: 500
Maximum miles per award: 70,000
Please note that according to the Terms & Conditions a Miles & More member can only receive up to 70,000 miles from the Incentive Miles program per calendar year.
File Name:
Browse...
(If you can't see the Browse button, your browser does not support file uploading.
< Back
Cancel
Reset
Next >
Links to the instructions and .csv template.
Click "Browse" and a file upload window will open allowing you to search your computer/network for the upload file. Once the file has been uploaded, click "Next" to continue.


File Upload Instructions
1. Get the .CSV file template. (Email it to yourself)
2. Format your recipient file as per the .CSV template
3. Verify that the extension on your file is .CSV
4. Upload the .CSV file
5. Your file will be processed within 24 hours and you will receive a confirmation email when the processing is complete.
These are the online instructions that are shown in a pop-up window when you click on the Instructions link.

The format of your .csv file must adhere to the standard set out in the Bulk Upload template. To receive the template, simply click the 'Click Here' link on and the Bulk Upload page and the template will be emailed to you. This pop-up window will display confirming that the template has been emailed and what email address it was sent to.

Below are detailed, step-by-step instructions on how to use Bulk Upload. Similar instructions are included in the Bulk Upload Template email.

1. Save the Template

Save the template file attached in this email to your hard drive or local area network. Ensure that the file extension is a .csv file type.

Note: *Some email clients (e.g. GMail/Yahoo) will allow you to save the file to your computer. Other email clients (e.g. Hotmail) will open the attachment in a new browser window. If the file opens in a browser window and cannot be saved as a .csv file, simply copy the column headers from the browser into a Microsoft Excel spreadsheet and save as a .csv file.*

2. Verify the Template Format

The data in the Miles & More Account Number column must be formatted as 'text'. This is VERY IMPORTANT. If you skip this step, there is a chance that Microsoft Excel will apply a different format to the Miles & More Account Number column and the file will not be able to be processed when uploaded. Please verify the Miles & More Number column format as per the instructions below.

For Microsoft Excel 2000:

i. Open the template file
ii. Highlight the Account Number column by clicking on the header cell of the column
iii. Right click the highlighted column
iv. Select 'Format Cells'
v. Click the 'Number' tab
vi. Select the 'Text' category from the list
vii. Click 'OK'

3. Enter Recipient Data into the Template

Note: *There is a limit of 200 recipients per file, and the file must contain the header row. During processing the first row in the file is ignored (assumes it is a header) therefore, if you do not include a header row, your first recipient will not be processed.*

You are now ready to input recipient data into the formatted template. For each award enter the recipient's First Name, Last Name, Miles & More Number, Amount of Miles to award, and Email Address (optional). Each of the fields must be entered in the order on the template. If no email address is provided leave that column entry empty. Only one award may be entered per row.

Award information may also be imported from other data sources. The information must be imported into the appropriate columns in the template.

When you are satisfied with your recipient list, save the file as a .csv file and note the file location and name.

Note: *You must save the file as a .csv file, not as an .xls file, which is the Microsoft Excel default setting. Files with an .xls extension cannot be processed by the Incentive Miles system.*

4. Upload the File for Processing

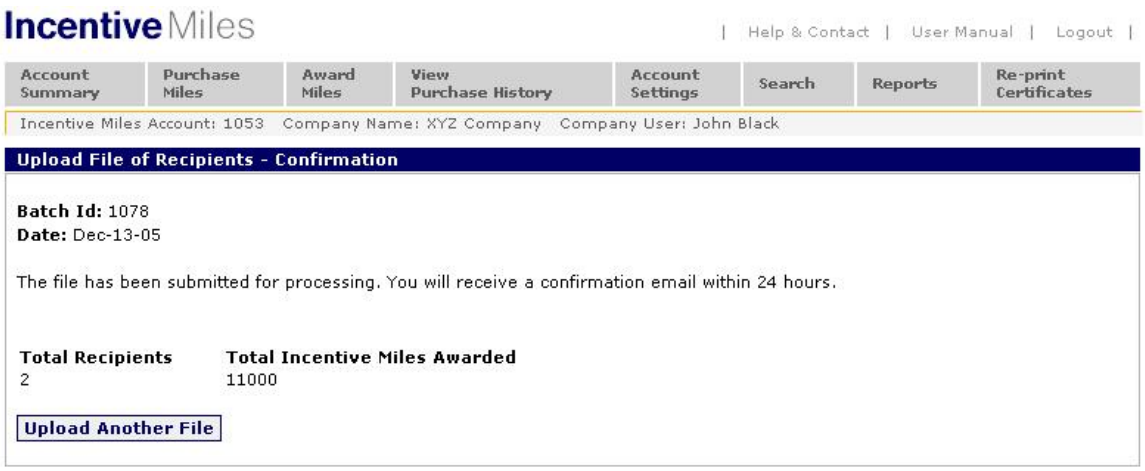
i. Login to the Incentive Miles site.
ii. Choose the 'Award Miles' tab.
iii. Click the 'Bulk Upload' link.
iv. Enter the file name in the space provided or click "Browse" to locate the file. ***Note:*** *If you do not see the 'Browse' button, your browser does not support uploading files.*
v. Click the "Next >" button.
vi. If there are format errors in the file, the errors will be displayed onscreen. Please correct the errors in the file, save it and return to Step iv above.
vii. If there are no format errors in your file, you will be taken to the Bulk Upload Summary page to confirm the awards.
viii. Press the 'Finish >' button to submit your award for processing.
ix. Review the Confirmation page to see the Batch ID assigned to your file as well as the total number of award recipients submitted and the total number of award miles submitted.

Incentive Miles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Upload File of Recipients - Summary
There are 2 records in the file totalling 11000 mile(s). Press the 'Finish' key to process these transactions.
< Back
Cancel
Finish >

5. Transaction Notification

Once the file has been processed you will receive an e-mail confirmation with a summary of the transactions. If we were unable to credit miles to a member's account, you will receive a .csv file attachment containing the failed award records and the reason why we were unable to credit the miles. You may then contact the recipients to correct the account information and resubmit the awards.

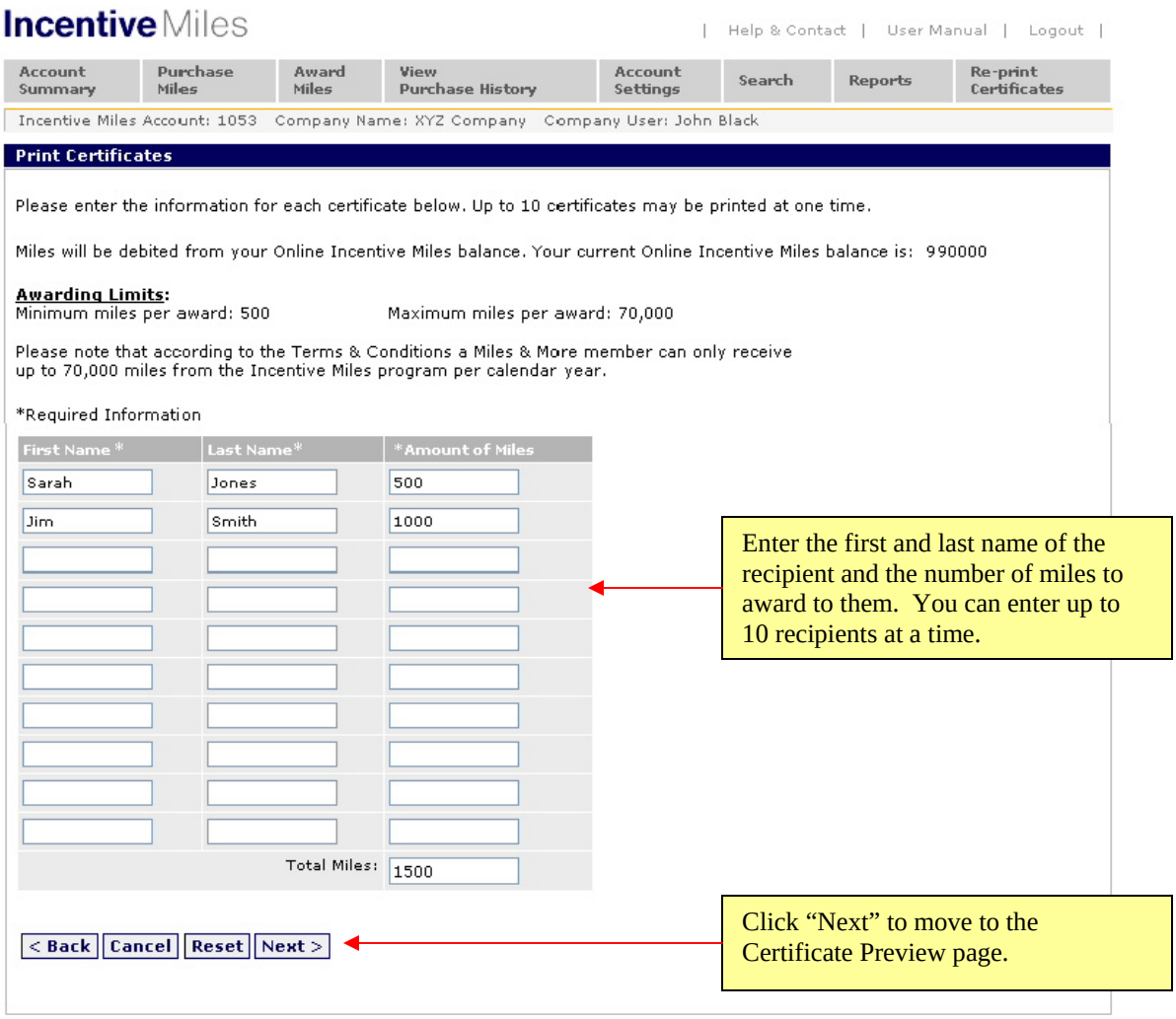
Please allow up to 72 hours for the miles awarded to be credited to the member's accounts.



Print Certificates

The Print Certificates feature lets you award miles to recipients when you do not know their Miles & More account number. You will enter up to 10 recipients on the screen displayed and certificates will be produced immediately, which you can then print off from your computer (to a black and white or colour printer). The certificates are in the official Miles & More design, and contain the terms and conditions for redemption of the certificate.

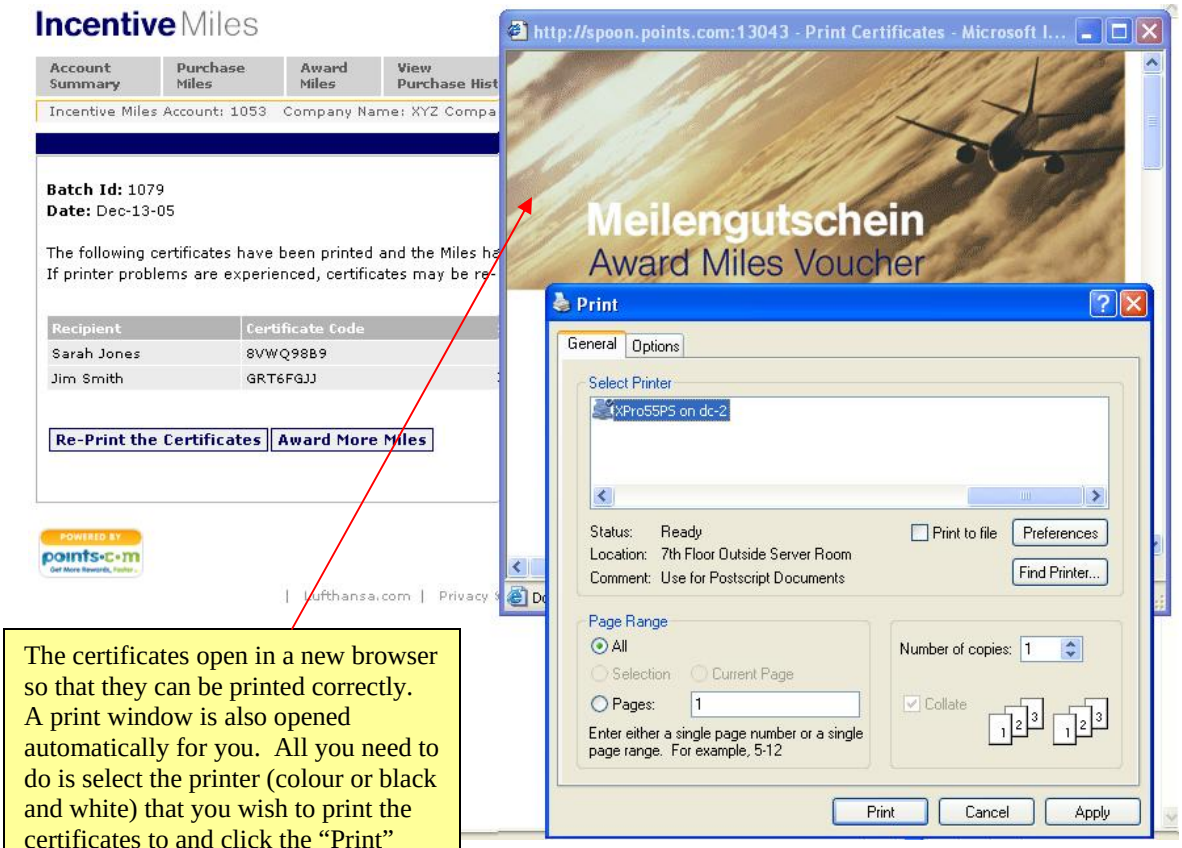
Each certificate generated contains a unique code that the recipient will use on the Redemption Site to have the miles credited to their Miles & More account.


IncentiveMiles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Print Certificates
Please enter the information for each certificate below. Up to 10 certificates may be printed at one time.
Miles will be debited from your Online Incentive Miles balance. Your current Online Incentive Miles balance is: 990000
Awarding Limits:
Minimum miles per award: 500
Maximum miles per award: 70,000
Please note that according to the Terms & Conditions a Miles & More member can only receive up to 70,000 miles from the Incentive Miles program per calendar year.
*Required Information
First Name*
Last Name*
*Amount of Miles
Sarah
Jones
500
Jim
Smith
1000
Total Miles:
1500
< Back
Cancel
Reset
Next >
Enter the first and last name of the recipient and the number of miles to award to them. You can enter up to 10 recipients at a time.
Click "Next" to move to the Certificate Preview page.

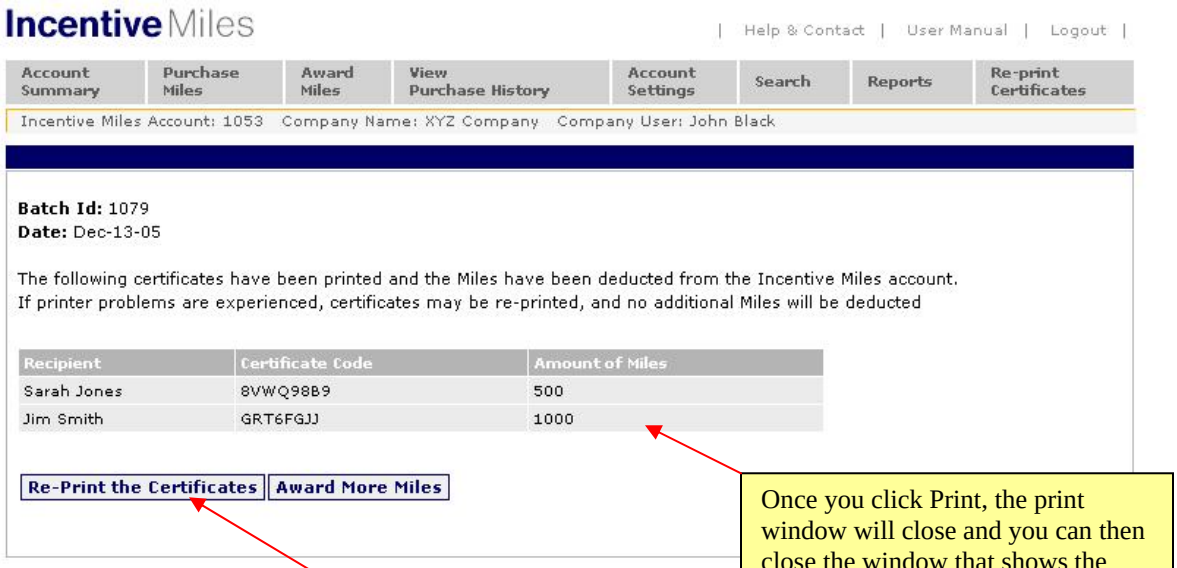
Incentive Miles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Print Certificates - Preview
The certificates are displayed below.
Select the 'Finish' button to print the certificates below.
Certificates will be sent to the default printer connected to this computer, and the null will be deducted from the Incentive Miles balance.
If printer problems are experienced, certificates may be re-printed, and no additional Miles will be deducted. Once printed, certificate miles may not be re-deposited into the Incentive Miles account.
< Back
Cancel
Finish >
Meilengutschein
Award Miles Voucher
Miles & More
Lufthansa
Miles & More
60618 Frankfurt am Main
XXXX-XXXX-XXXX-XXXX
Elektronischer Gutschein Code / electronic certificate code
Sarah Jones
Name des Begünstigten / name of beneficiary
XYZ Company
Name ausstellende/vergebende Firma / name of the issuer/company
Dec-13-06
Gültigkeitsdatum / expiry date
Miles & More is the Frequent Flyer Programme of:
Austrian
LOT
Lufthansa
Gutschein über / certificate for
500
Meilen/miles
zur Gutschrift auf Ihr Miles & More Konto. Dieser Gutschein ist nicht übertragbar.
To be credited to your Miles & More Account. This certificate is not transferable.
Regeln und Bedingungen
Terms and Conditions for the

A different certificate is produced for each recipient that you entered on the previous screen. You can review the certificates (name and miles awarded) and click "Finish>" to print out the certificates. The certificates are 8" x 11"/ DIN A4 format.

Note that this screen shot only shows part of one certificate. The actual screen in the application shows the entire certificate for each recipient that you indicated on the Print Certificates input table.



The certificates open in a new browser so that they can be printed correctly. A print window is also opened automatically for you. All you need to do is select the printer (colour or black and white) that you wish to print the certificates to and click the "Print" button.



Note: *please check your printer to ensure that the certificates printed successfully before navigating away from this screen. If an issue occurred with the printing, you can easily re-print the certificates by clicking on the "Re-Print the Certificates" button..*

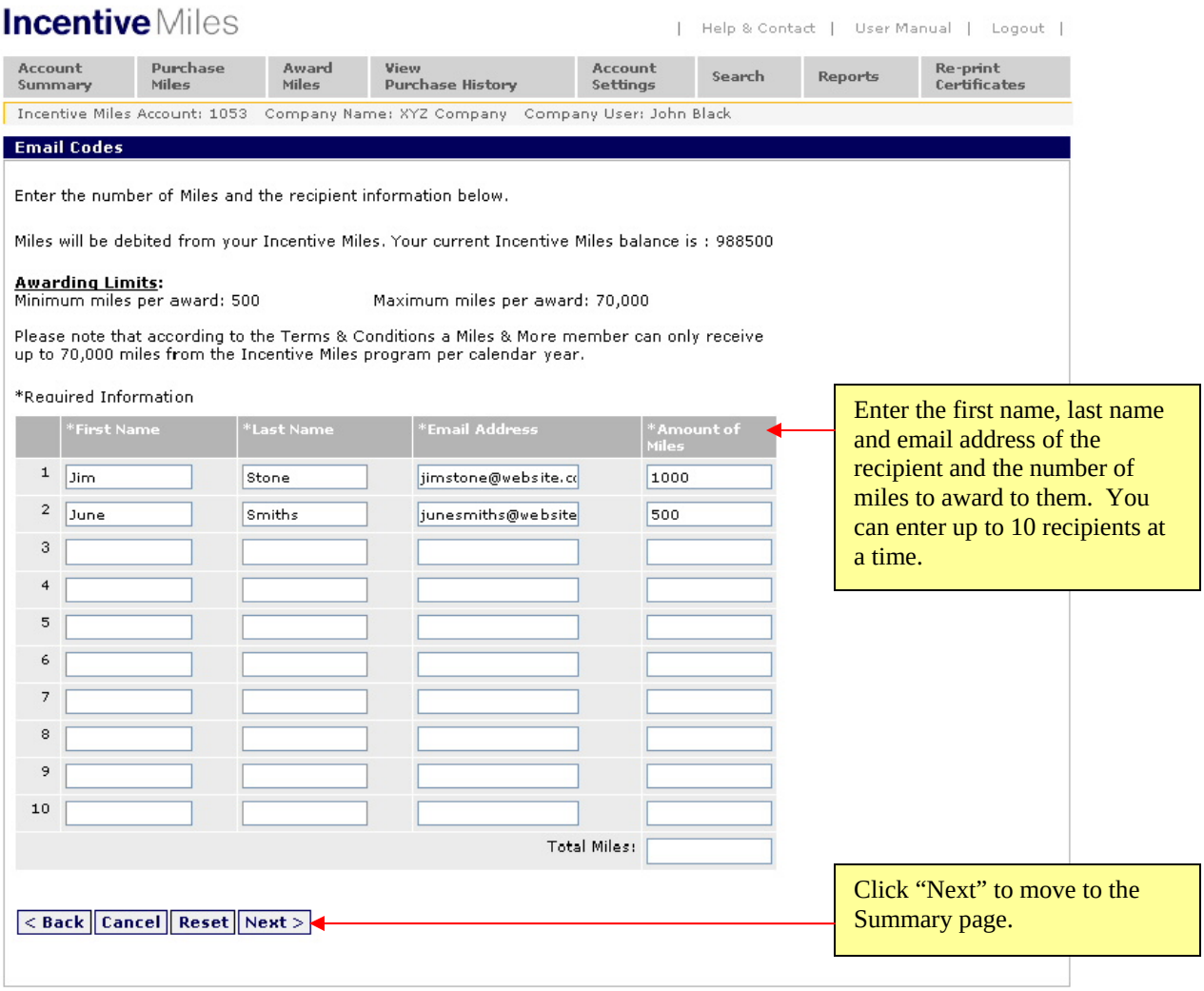
Once you click Print, the print window will close and you can then close the window that shows the certificates. The summary table shows the details of the certificates that you have just printed.

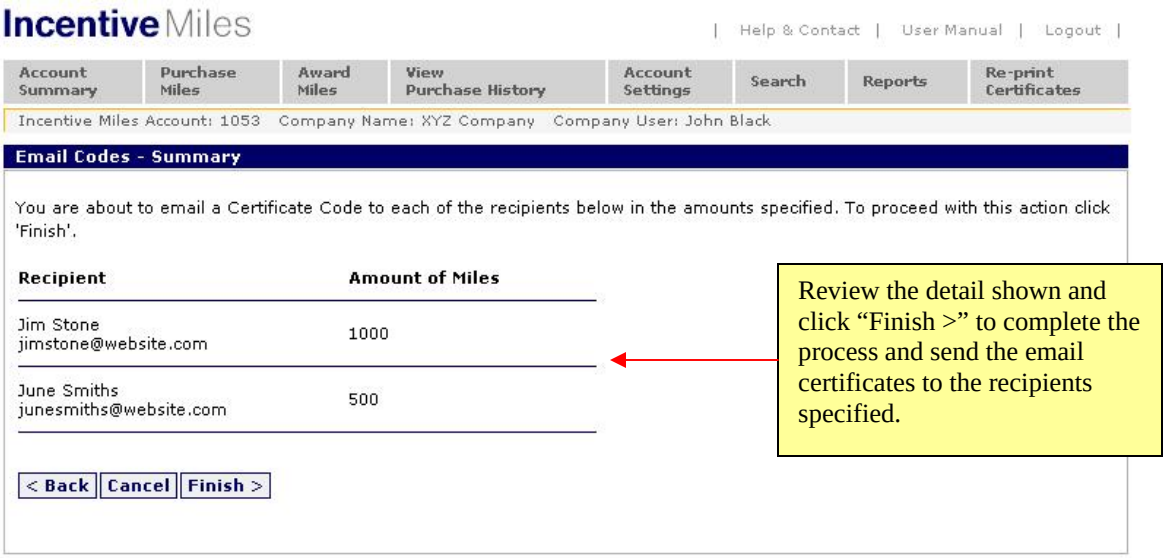
If you do navigate away from this screen and later discover that there were issues with the printing of the certificates, you can still re-print the certificates by going to the Re-Print Certificates tab.

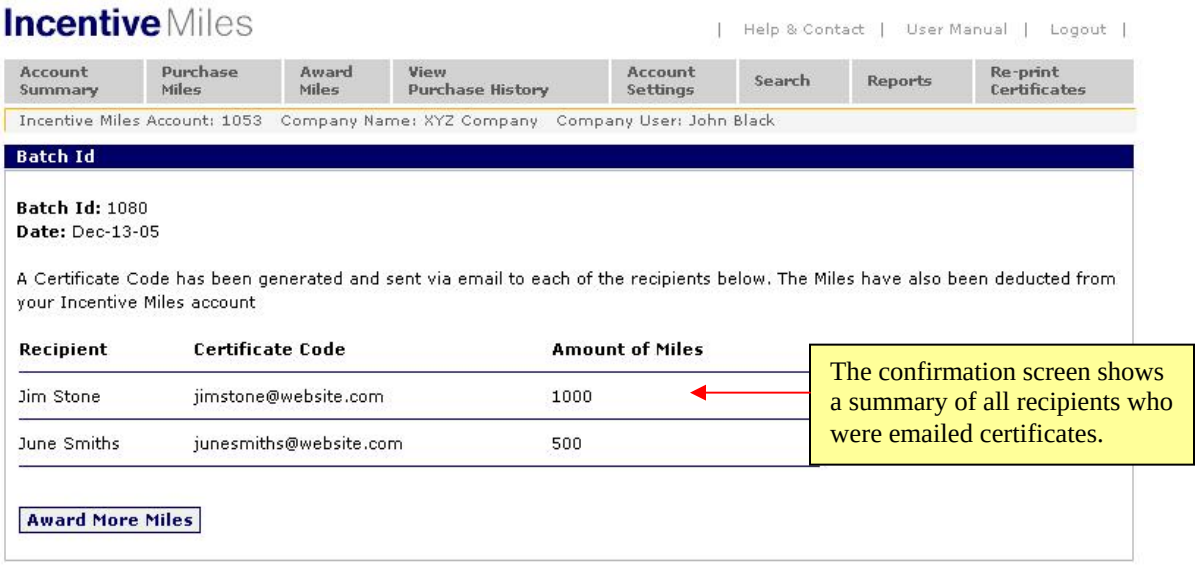
Email Certificates

The Email Certificates feature works much the same as the Print Certificates feature does, except that instead of printing out a certificate, an email is sent to the recipient with the certificate code needed for redemption. At present, the email certificates are text only.

Email Certificates lets you award miles to recipients when you do not know their Miles & More account number. You will enter up to 10 recipients on the screen displayed and emails will be sent to each recipient. The email contains a unique code that the recipient will use on the Redemption Site to have the miles credited to their Miles & More account.


Incentive Miles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Email Codes
Enter the number of Miles and the recipient information below.
Miles will be debited from your Incentive Miles. Your current Incentive Miles balance is : 988500
Awarding Limits:
Minimum miles per award: 500
Maximum miles per award: 70,000
Please note that according to the Terms & Conditions a Miles & More member can only receive up to 70,000 miles from the Incentive Miles program per calendar year.
*Required Information
*First Name
*Last Name
*Email Address
*Amount of Miles
1 Jim Stone jimstone@website.cc 1000
2 June Smiths junesmiths@website 500
3
4
5
6
7
8
9
10
Total Miles:
< Back
Cancel
Reset
Next >
Enter the first name, last name and email address of the recipient and the number of miles to award to them. You can enter up to 10 recipients at a time.
Click "Next" to move to the Summary page.


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Email Codes - Summary
You are about to email a Certificate Code to each of the recipients below in the amounts specified. To proceed with this action click 'Finish'.
Recipient
Amount of Miles
Jim Stone jimstone@website.com
1000
June Smiths junesmiths@website.com
500
< Back
Cancel
Finish >
Review the detail shown and click "Finish >" to complete the process and send the email certificates to the recipients specified.



Chapter 8 – View Purchase History

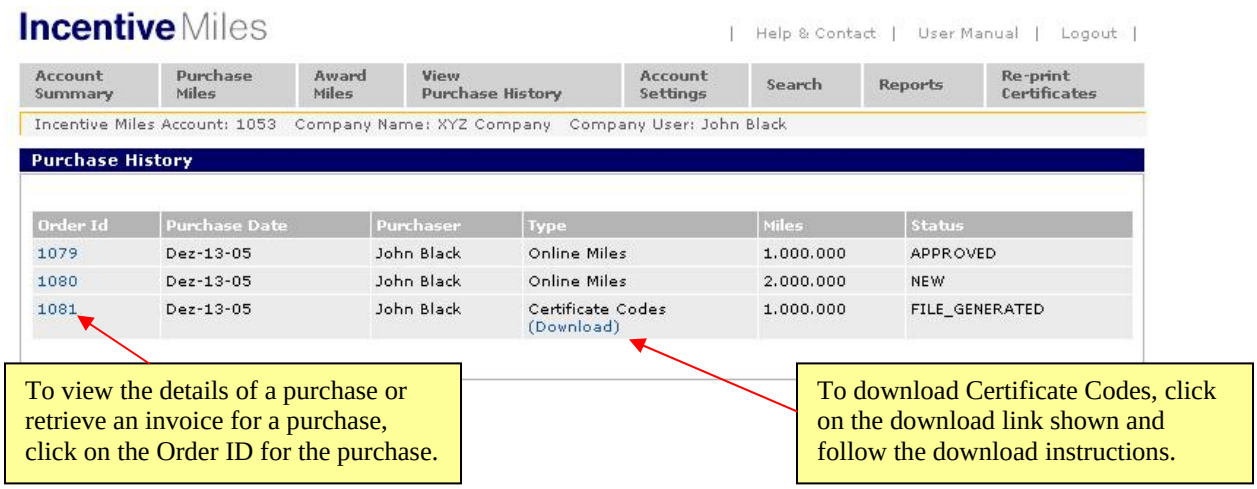
The View Purchase History section allows you to view the details of all purchases that you have made. As well, this is the section where you will go to download Certificate Codes and retrieve your online invoices.

Purchase History Summary

The purpose of the Purchase History summary table is threefold:

1. Overview of detail for all purchases made
2. Link to view details of the purchases (and retrieve invoices from the details page).

3. Download codes for certificate code purchases.



The Purchase History summary table is sorted in ascending order by Order ID (i.e. the ID associated with the purchase). The date the purchase was submitted, who submitted it, the purchase type, the total miles purchased and the current status are all shown in the summary.

There are two possible Purchase Types:

1. **Online Miles** – Incentive Miles purchased into your online account.
2. **Certificate Codes** – Miles purchased as Certificate Codes that can be downloaded from the system and distributed in virtually any way, offline.

As well, purchases can be in any one of the following statuses:

Incentive Miles Purchase Statuses:

- **New** – payment has not been received and the invoice number has not been set. Miles have not been deposited into the online account.
- **Approved** – payment has been received and miles have been released.

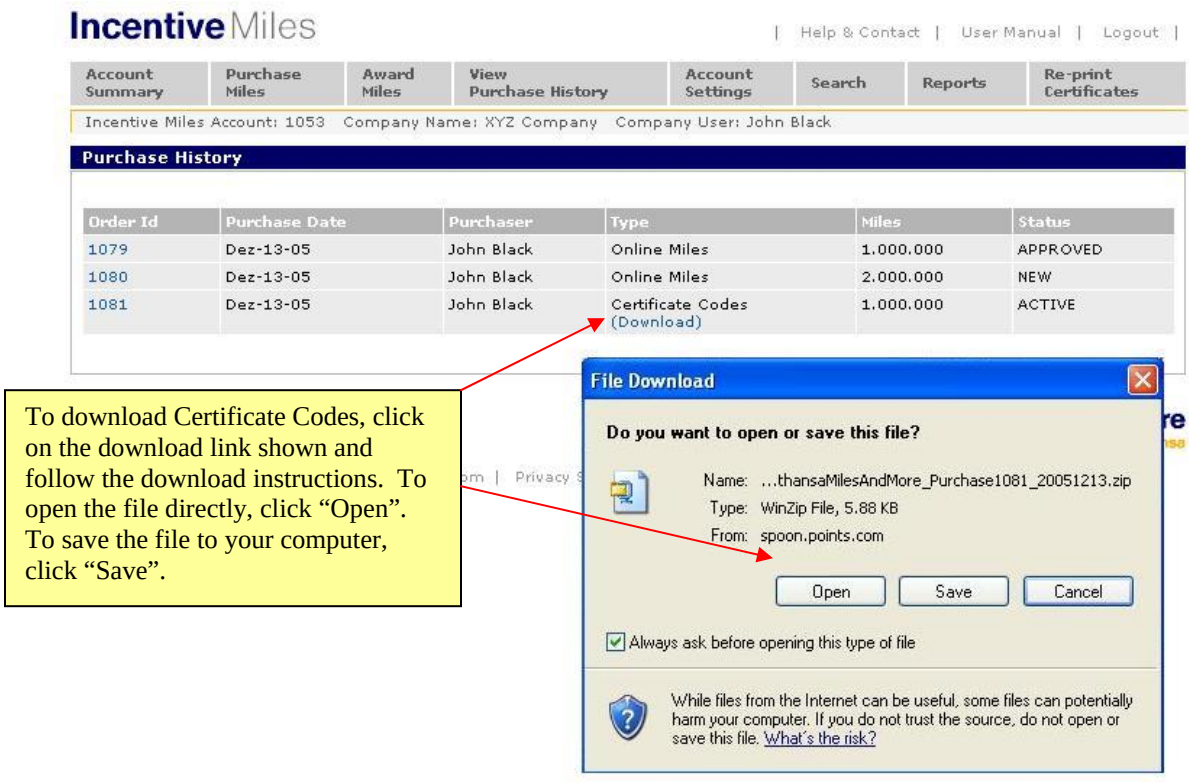
Certificate Code Purchase Statuses:

- **New** – payment has not been received and the invoice number has not been set. Codes have not been released.
- **File_Generated** – payment has been received and the Certificate Codes have been generated and are available for download.
- **Active** – Certificate Code file has been downloaded.

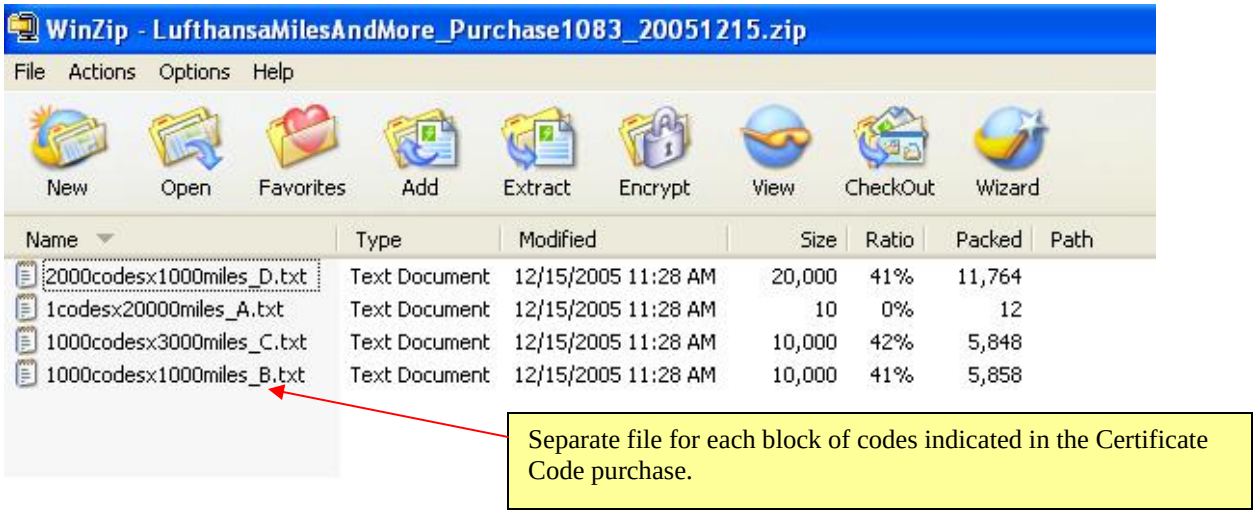
Downloading Certificate Codes

Once payment has been received for your Certificate Code purchase, the codes will be generated and available for download. To download the codes, simply go to the View Purchase History tab and click on the (Download) link (in the "Type" column).

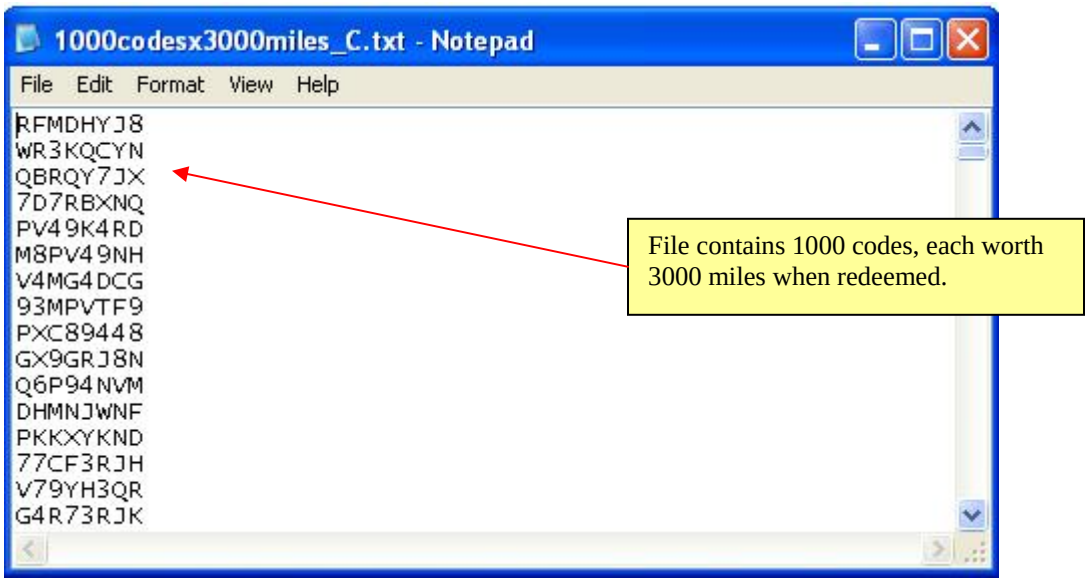
Note: *The (Download) link will only be available if payment has been received and the codes have been generated. For all purchases made by credit card, the codes should be generated almost immediately. However, if you are paying via wire transfer you will not see the (Download) link for that purchase until your payment has been received and processed by Miles & More. If you have questions regarding the payment status of a purchase, please contact us at processing@milesandmore.com.*


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase History
Order Id | Purchase Date | Purchaser | Type | Miles | Status
1079 | Dez-13-05 | John Black | Online Miles | 1.000.000 | APPROVED
1080 | Dez-13-05 | John Black | Online Miles | 2.000.000 | NEW
1081 | Dez-13-05 | John Black | Certificate Codes (Download) | 1.000.000 | ACTIVE
To download Certificate Codes, click on the download link shown and follow the download instructions. To open the file directly, click "Open". To save the file to your computer, click "Save".
File Download
Do you want to open or save this file?
Name: ...thansaMilesAndMore_Purchase1081_20051213.zip
Type: WinZip File, 5.88 KB
From: spoon.points.com
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Once you click the Download link a .zip file will be opened or saved (depending on the option you select). The name of the .zip file contains the purchase number and the date that the file was generated by the system (e.g. LufthansaMilesAndMore_Purchase1083_20051213.zip where 1083 is the Order ID and 20051215 is the date the file was generated (December 15, 2005).


WinZip - LufthansaMilesAndMore_Purchase1083_20051215.zip
File Actions Options Help
New Open Favorites Add Extract Encrypt View CheckOut Wizard
Name Type Modified Size Ratio Packed Path
2000codesx1000miles_D.txt Text Document 12/15/2005 11:28 AM 20,000 41% 11,764
1codesx20000miles_A.txt Text Document 12/15/2005 11:28 AM 10 0% 12
1000codesx3000miles_C.txt Text Document 12/15/2005 11:28 AM 10,000 42% 5,848
1000codesx1000miles_B.txt Text Document 12/15/2005 11:28 AM 10,000 41% 5,858
Separate file for each block of codes indicated in the Certificate Code purchase.

The .zip file contains separate .csv files for each block of certificate codes specified in the purchase. A block of certificate codes is a number of codes and denomination of codes that was entered into the Block Code table on the Certificate Code purchase page. The filename of each .csv file indicates the number of codes and denomination of the codes in the file (e.g. 1000codesx3000miles_A.txt which means that this file contains 1000 codes and each code is for 3000 miles).



Simply take the codes in each file and distribute them to recipients by whatever means fits your needs.

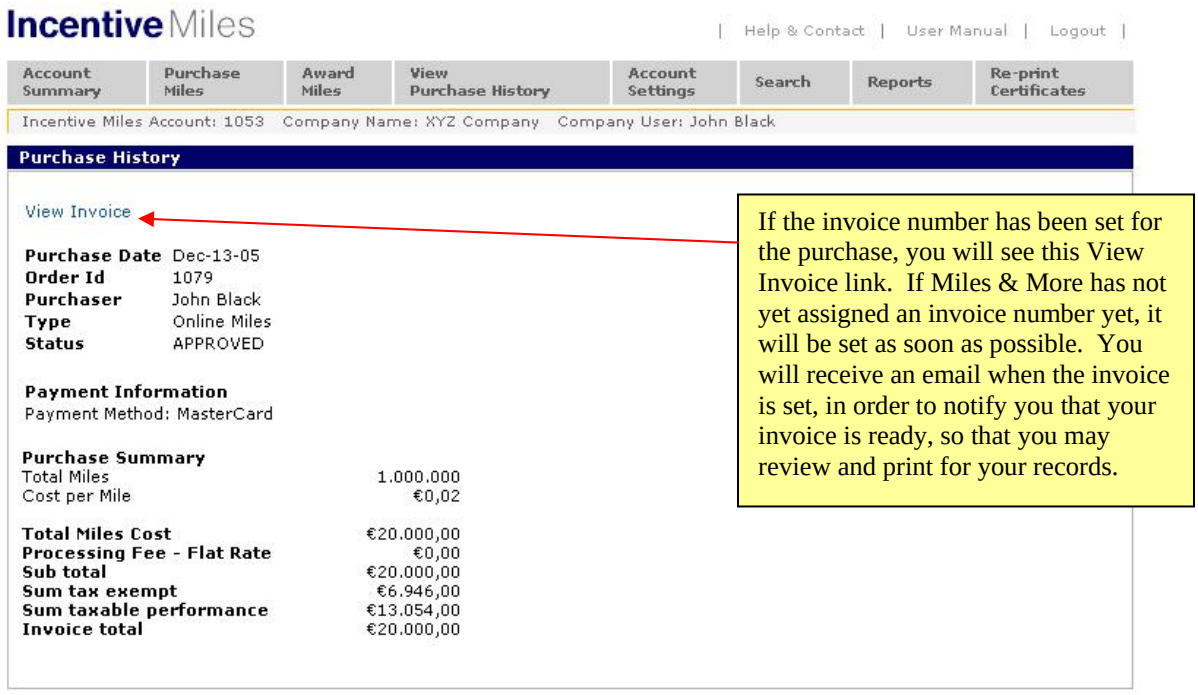
IMPORTANT NOTE:
Following imprint is mandatory when distributing the downloaded certificate codes:

"This certificate code may only be redeemed by the person who was awarded this code by a Miles & More partner company. It is not allowed to sell or barter these codes or

otherwise offer these for sale. In such a case the certificate code will be invalid and award miles out of this certificate code will not be credited."

Purchase History Details

By clicking on an Order ID on the Purchase History table, you will be brought to the Purchase History details page which shows all the details of the purchase as shown below. .

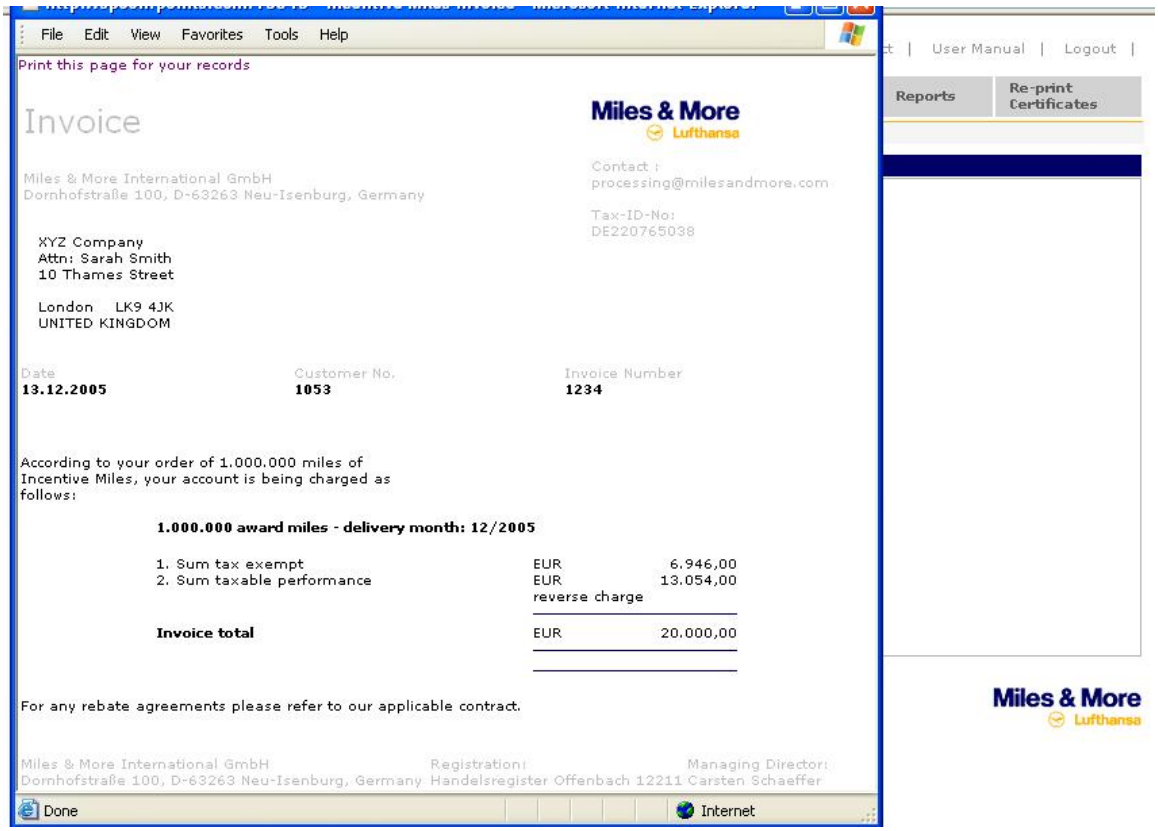

IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Purchase History
View Invoice
Purchase Date Dec-13-05
Order Id 1079
Purchaser John Black
Type Online Miles
Status APPROVED
Payment Information
Payment Method: MasterCard
Purchase Summary
Total Miles 1.000.000
Cost per Mile €0,02
Total Miles Cost €20.000,00
Processing Fee - Flat Rate €0,00
Sub total €20.000,00
Sum tax exempt €6.946,00
Sum taxable performance €13.054,00
Invoice total €20.000,00
If the invoice number has been set for the purchase, you will see this View Invoice link. If Miles & More has not yet assigned an invoice number yet, it will be set as soon as possible. You will receive an email when the invoice is set, in order to notify you that your invoice is ready, so that you may review and print for your records.

Invoices

An online invoice is available for all of your Incentive Miles and Certificate Code purchases. Once Miles & More has set the invoice number, you will receive an email notifying you that the invoice is ready and how to retrieve it.

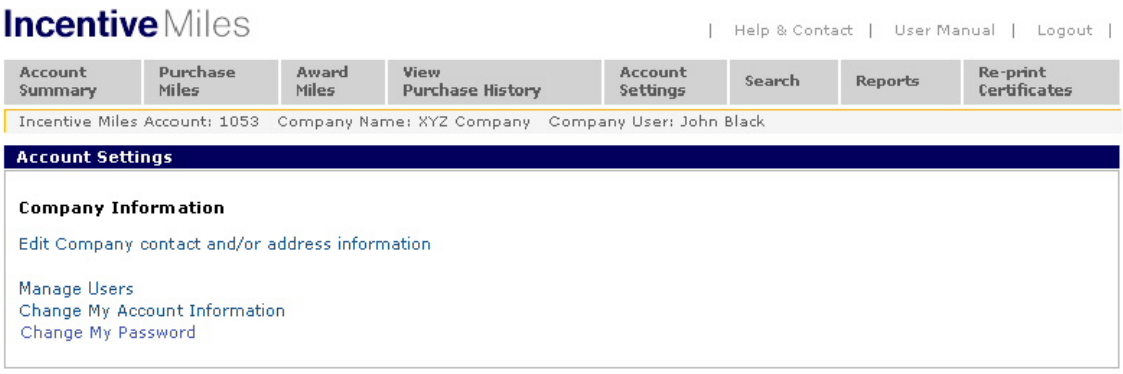
The process to retrieve your invoice is simple:

- Login to your Incentive Miles account
- Go to View Purchase History
- Find the Order ID for the purchase you want to retrieve the invoice for, and click on the Order ID link.
- Click on the "View Invoice" link at the top of the Purchase History page. ***Note:*** *if the View Invoice link does not appear, that means that an invoice number has not yet been set for your purchase.*
- A new browser window will open to display your Invoice. Click the "Print this page for your records" link to print the invoice. The printout is in A4 format.



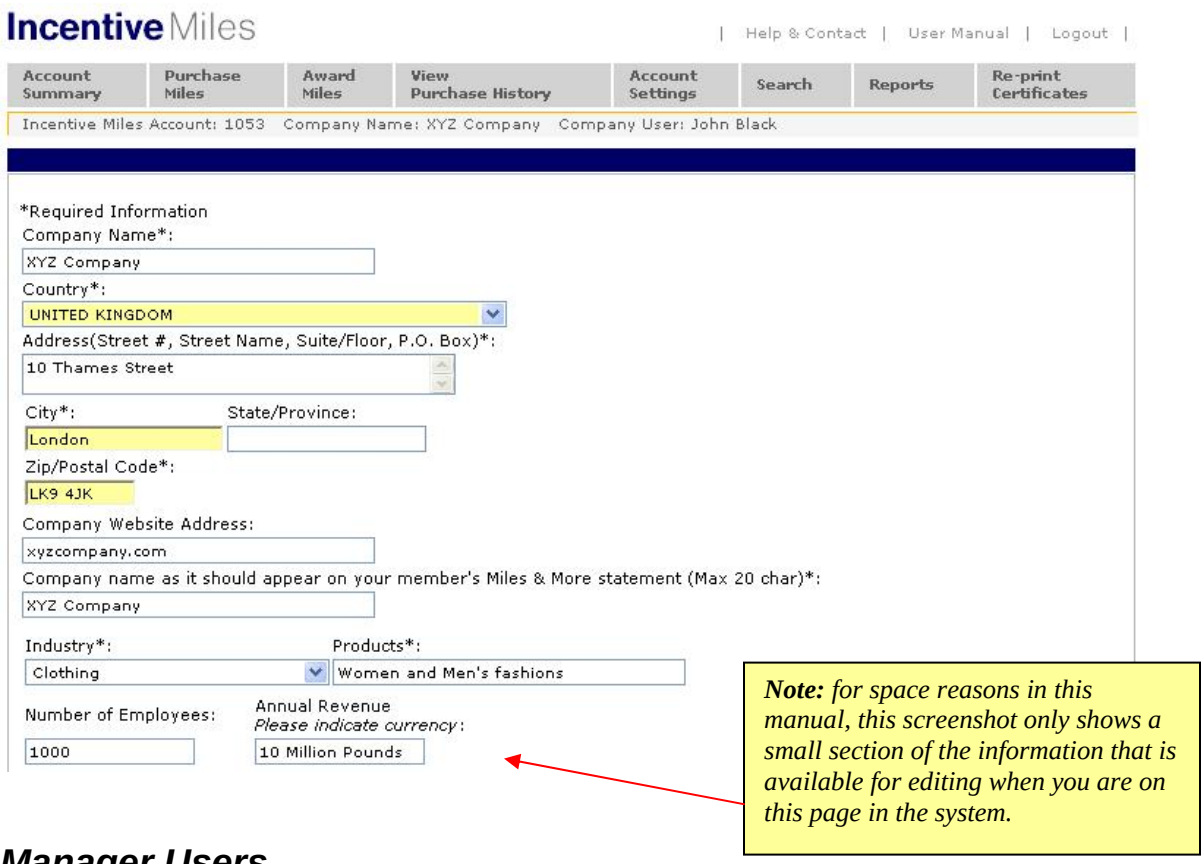
Chapter 9 – Account Settings

The Account Settings section is where you can change the company address and contact information, as well as manage users of your Incentive Miles account.



Edit Company Contact and/or Address Information

To edit your company or contact information (primary, billing or marketing), simply click on the “Edit Company contact and/or address information”, change any of the information displayed, and click “Submit” to update your account.

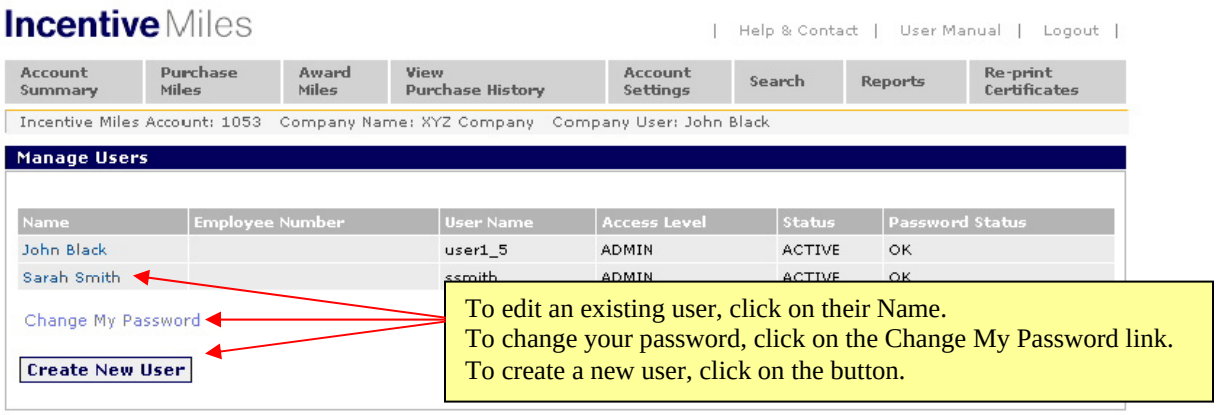


Note: *for space reasons in this manual, this screenshot only shows a small section of the information that is available for editing when you are on this page in the system.*

Manager Users

The manage users section allows you to create a new user or edit an existing user. Depending on your access level you may not be able to edit other users.

The Manage Users summary table displays all of the users for your Incentive Miles Account, along with their name, employee number, User Name, access level, status and their password status.



There are two statuses that a Password can be in:

- **Must Change** – the temporary password has been sent to the user but has not yet been changed to the permanent password.
- **OK** –the password has been changed to a permanent password.

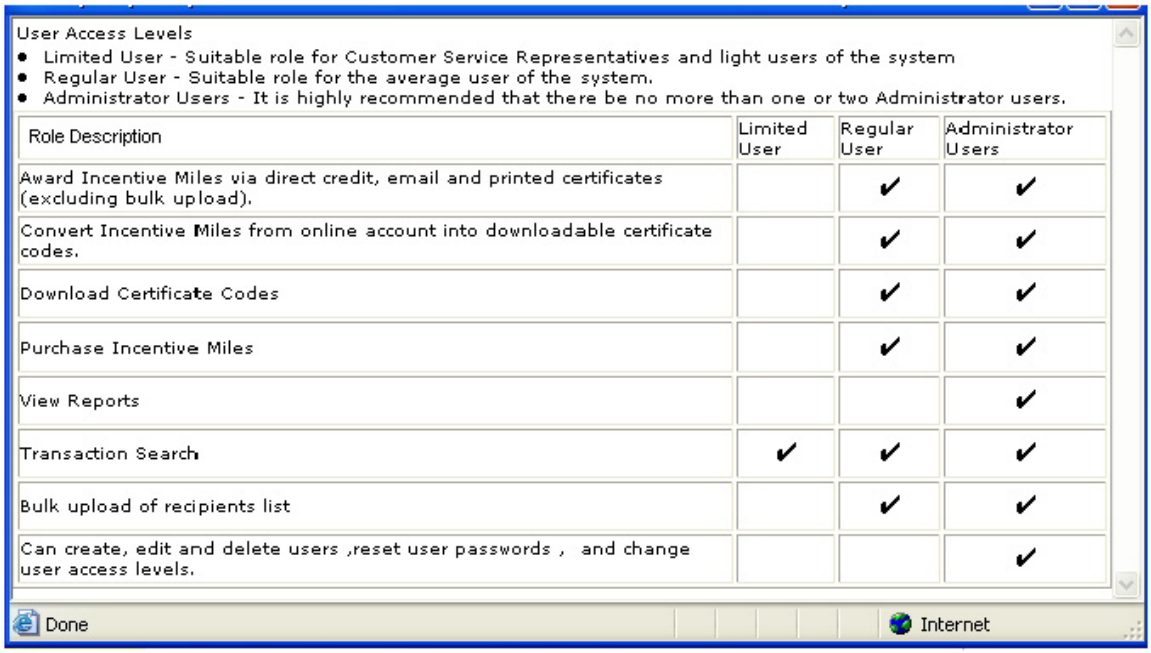
As well, a user can be in one of two statuses:

- **Active -** users are allowed to log into the system.
- **Inactive -** users cannot log into the Incentive Miles system.

As for Access Level, a user can be one of the following three levels:

- **Administrator**
- **Regular**
- **Limited**

To see the details of these access levels, see the table below, which is available by clicking on the "More Information" link beside the Access Level dropdown list on the Change user information or Create new user pages. The user's access level determines the features that they will be able to access in the system.



User Access Levels

- Limited User - Suitable role for Customer Service Representatives and light users of the system
- Regular User - Suitable role for the average user of the system.
- Administrator Users - It is highly recommended that there be no more than one or two Administrator users.

Role Description	Limited User	Regular User	Administrator Users
Award Incentive Miles via direct credit, email and printed certificates (excluding bulk upload).		✔	✔
Convert Incentive Miles from online account into downloadable certificate codes.		✔	✔
Download Certificate Codes		✔	✔
Purchase Incentive Miles		✔	✔
View Reports			✔
Transaction Search	✔	✔	✔
Bulk upload of recipients list		✔	✔
Can create, edit and delete users ,reset user passwords , and change user access levels.			✔

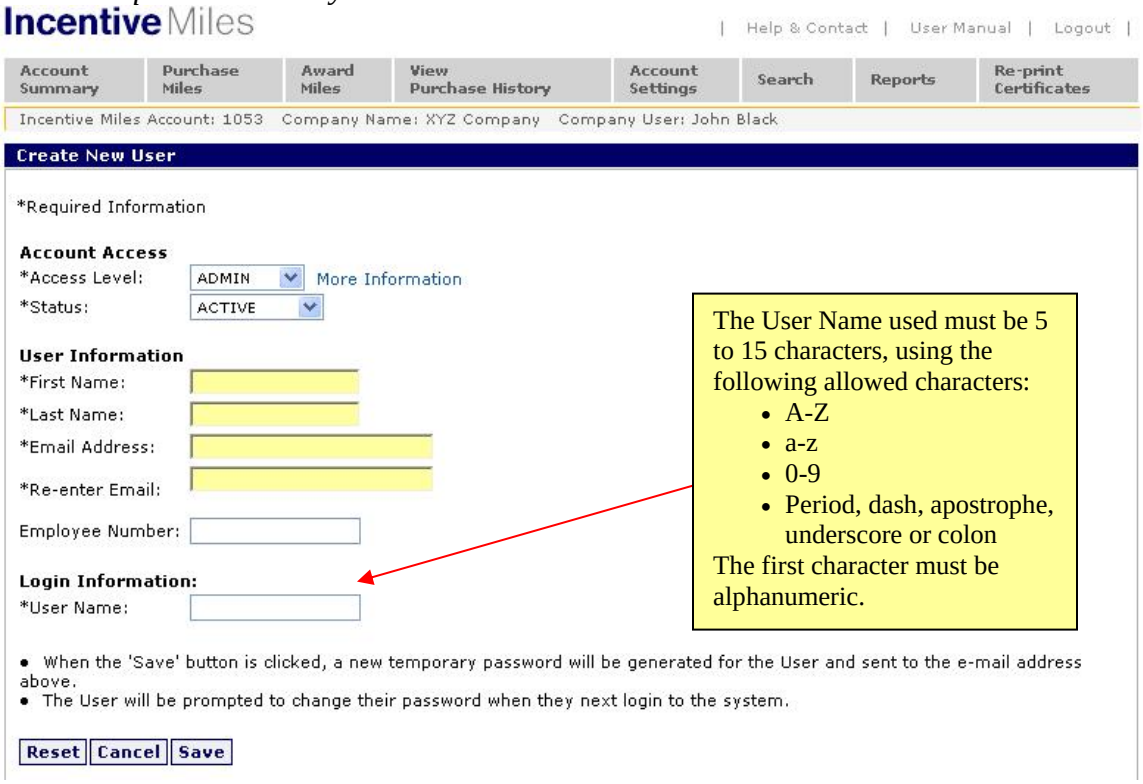
Done Internet

Create New User

To create a new user, simply enter all the required fields into the "Create New User" screen and click "Save".

Note: *User Name must be unique across the entire Incentive Miles system. If you receive an error message stating that the User Name is not available, it has already been*

taken by a user of another Incentive Miles account. You will need to select a User Name that is unique across the system.


Incentive Miles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Create New User
*Required Information
Account Access
*Access Level: ADMIN More Information
*Status: ACTIVE
User Information
*First Name:
*Last Name:
*Email Address:
*Re-enter Email:
Employee Number:
Login Information:
*User Name:
The User Name used must be 5 to 15 characters, using the following allowed characters:
A-Z
a-z
0-9
Period, dash, apostrophe, underscore or colon
The first character must be alphanumeric.
When the 'Save' button is clicked, a new temporary password will be generated for the User and sent to the e-mail address above.
The User will be prompted to change their password when they next login to the system.
Reset
Cancel
Save

When the "Save" button is clicked, an email is sent to the email address entered for this new user, with their User Name and temporary password. The user will need to change their password on first login and set their security question and answer.

Change Account Information

To edit an existing user, click on their name on the Manage Users table, edit their information on the "Change Account Information" screen, and click "Save".

Using this feature administrators have the ability to reset a user account that has been frozen or reset a user's password (if they have forgotten their password and cannot remember their security question/answer that is required to go through the forgot password flow).

Delete a User

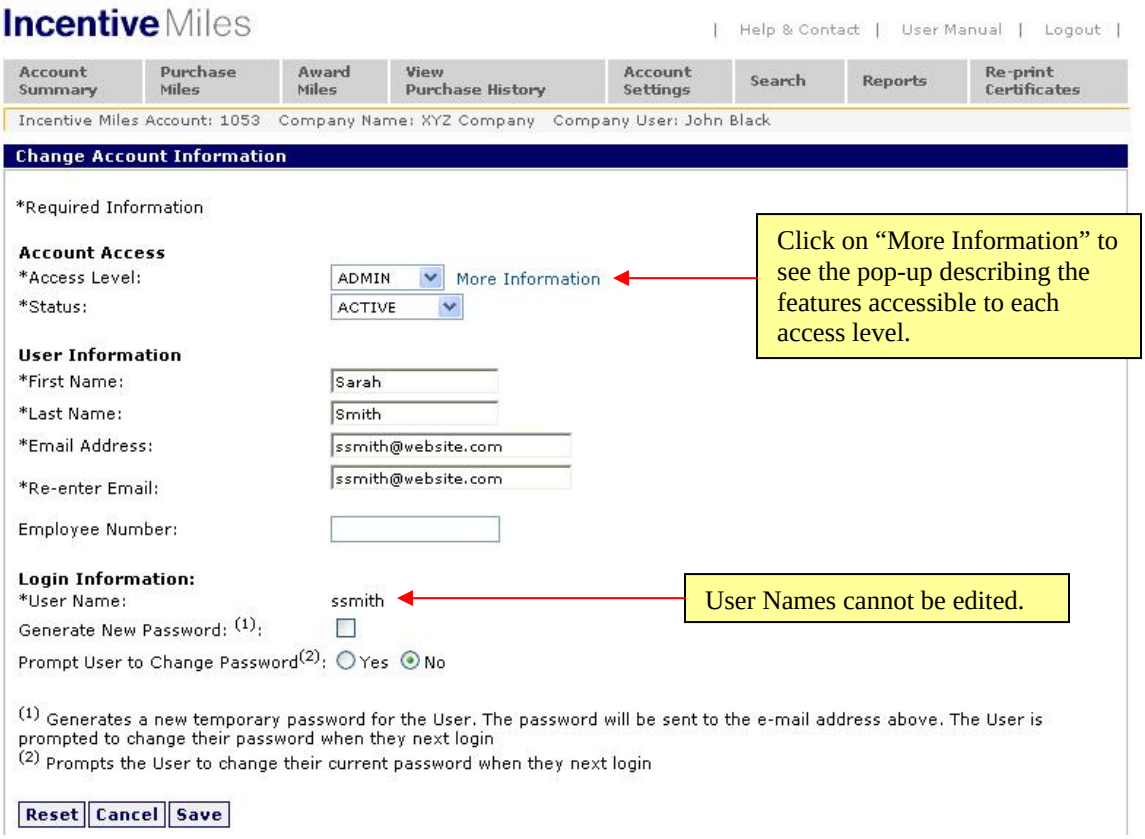
1. Go to Manage Users and click on the name of the user to be deleted.
2. Set their status to Inactive.
3. Click "Save". The user will no longer be able to log into the system.

For historical reporting and audit trail purposes, a user cannot ever be permanently deleted from the system.

Reset a Frozen User Account or Generate a New Password for a User

1. Go to Manage Users and click on the name of the user whose account is frozen.
2. Check off the Generate New Password checkbox.
3. Select the Yes radio button for the "Prompt User to Change Password" question.
4. Click "Save".

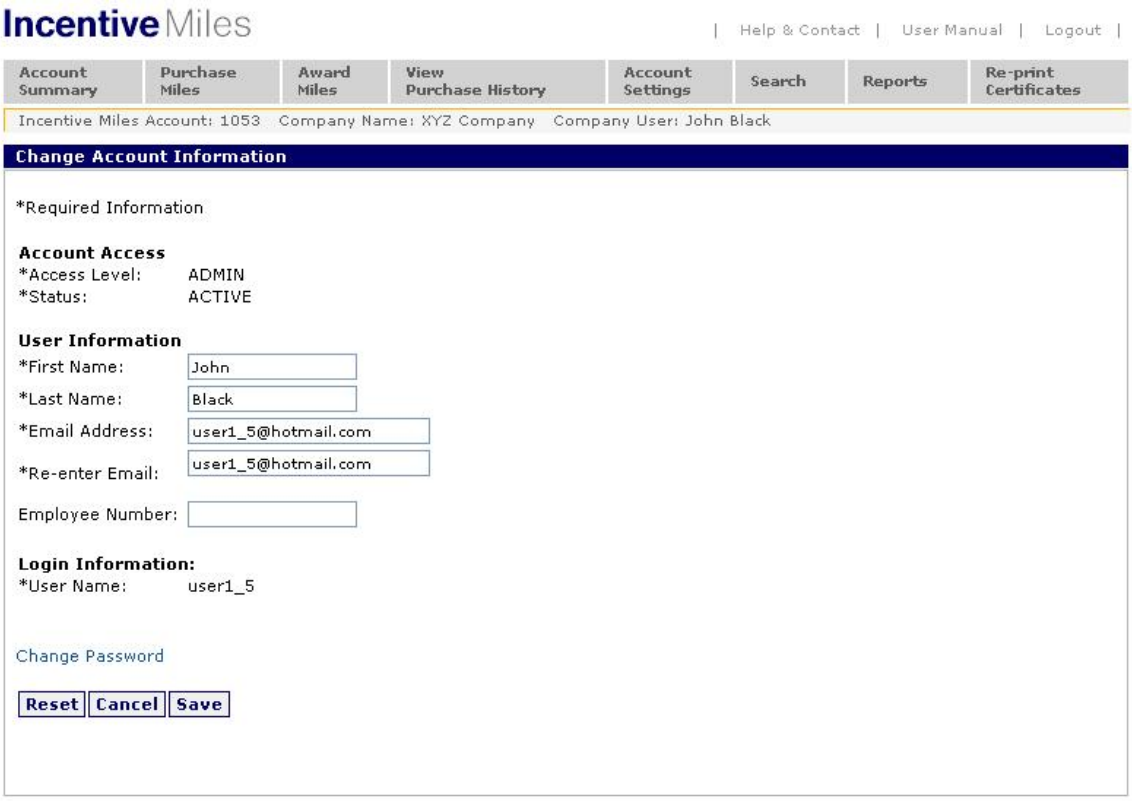
An email will be sent to the email address of this user, with a new temporary password that they can use to login. Upon login they will be forced to enter a new permanent password and set their security question/answer.


Incentive Miles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Change Account Information
*Required Information
Account Access
*Access Level: ADMIN More Information
*Status: ACTIVE
User Information
*First Name: Sarah
*Last Name: Smith
*Email Address: ssmith@website.com
*Re-enter Email: ssmith@website.com
Employee Number:
Login Information:
*User Name: ssmith
Generate New Password: (1):
Prompt User to Change Password(2): Yes No
(1) Generates a new temporary password for the User. The password will be sent to the e-mail address above. The User is prompted to change their password when they next login
(2) Prompts the User to change their current password when they next login
Reset Cancel Save
Click on "More Information" to see the pop-up describing the features accessible to each access level.
User Names cannot be edited.

Change My Account Information

On this screen you can change your name, email address, employee number, password and security question/answer.

To change your account information you can either click on the "Change My Account Information" link on the Account Settings page or you can click on your name on the Manage Users Summary table. Both methods will get you to the "Change Account Information" screen. Simply make the necessary changes and click "Save".

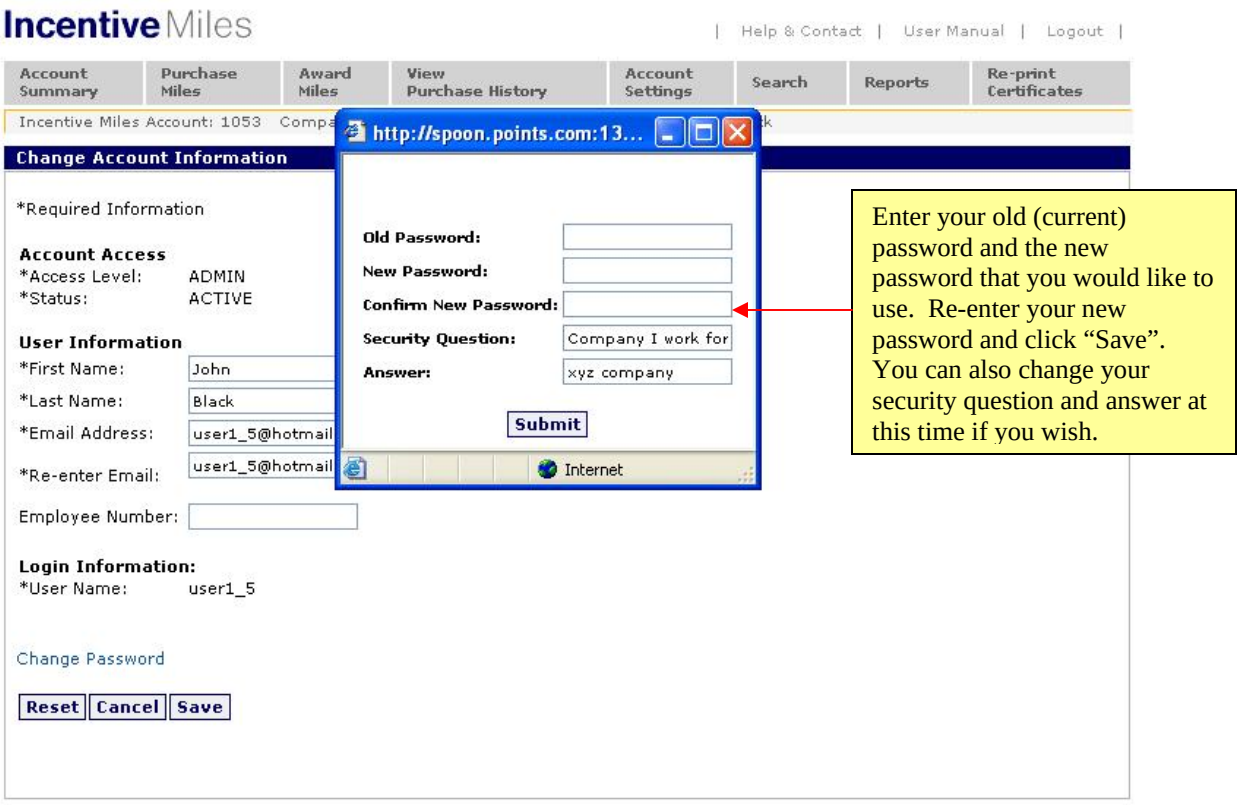


Change My Password or Security Question/Answer

You can change your own password and security question/answer by either clicking on the "Change My Password" link on the Account Settings page, or you can click on the "Change Password" link when you're on the Change Account Information screen changing *your* own account information.

Note: *you can only change your own password. If you are an administrator you can generate a new temporary password for another user of your company account (which is sent to that user via email), but you cannot change their password for them. As well, you cannot change or reset another user's security question/answer. For more information on how to assist other users of your account, see* *Reset a Frozen User Account or Generate a New Password for a User*.

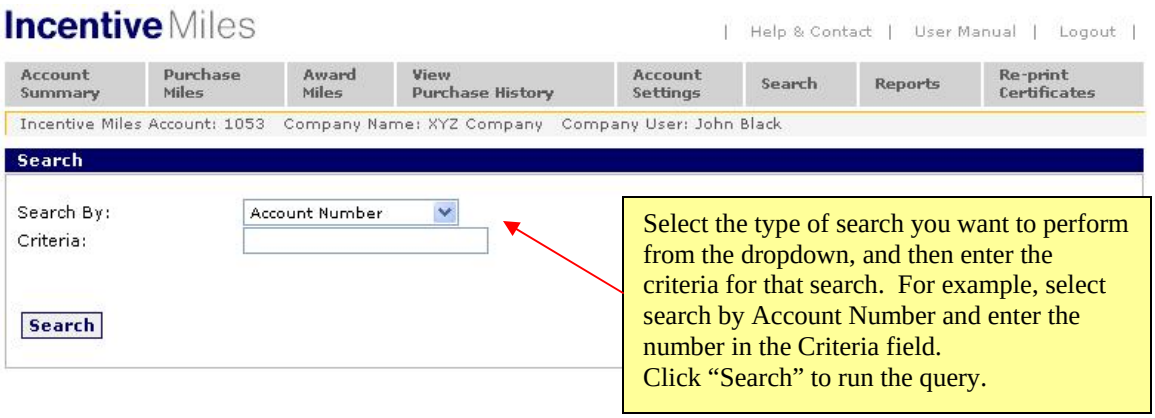
The change password feature opens in a small pop-up window. ***Note:*** *if your browser does not allow pop-ups you will need to enable pop-ups for this feature to work.*



Chapter 10 – Search

The Search feature provides you with the ability to find awards or redemptions based on one of the following:

- **Account number** – the Miles & More account number of the member that the miles were awarded to or code was redeemed for.
- **Certificate Code number** – codes included in emailed certificates or printed certificates or codes downloaded from a bulk Certificate Code purchase can be searched on, to determine the status of the code.
- **Confirmation Number** – search by the confirmation number you were provided when you completed an award or the confirmation number the MMI member was provided when they redeemed a code for miles, on the redemption site.
- **Email Address** – search by email address to see the awards/redemptions for a particular email address. Email address search is on an exact match of the email address. This means that you cannot perform a wildcard search such as *@hotmail.com to retrieve all the awards/redemptions for email addresses ending in hotmail. You must enter the exact email address of the user e.g. user1_5@hotmail.com to search.


IncentiveMiles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Search
Search By:
Account Number
Criteria:
Search
Select the type of search you want to perform from the dropdown, and then enter the criteria for that search. For example, select search by Account Number and enter the number in the Criteria field.
Click "Search" to run the query.

The results of the search contain the following details:

- **Awarded To** – This column will be populated if the result is for a direct award, bulk upload credit, printed certificate and/or emailed certificate. Certificate Code purchase codes will not show in this field since the system does not know to whom those codes have been awarded. The information displayed can be a combination of name, account number, email address, depending on the type of award it was and the information supplied.
- **Credited To** – This column will be populated if the code that was awarded via email or printed certificate, or a code part of a Certificate Code purchase has been redeemed on the Redemption Site. The information displayed will be name, account number, and email address (if entered on the redemption site).

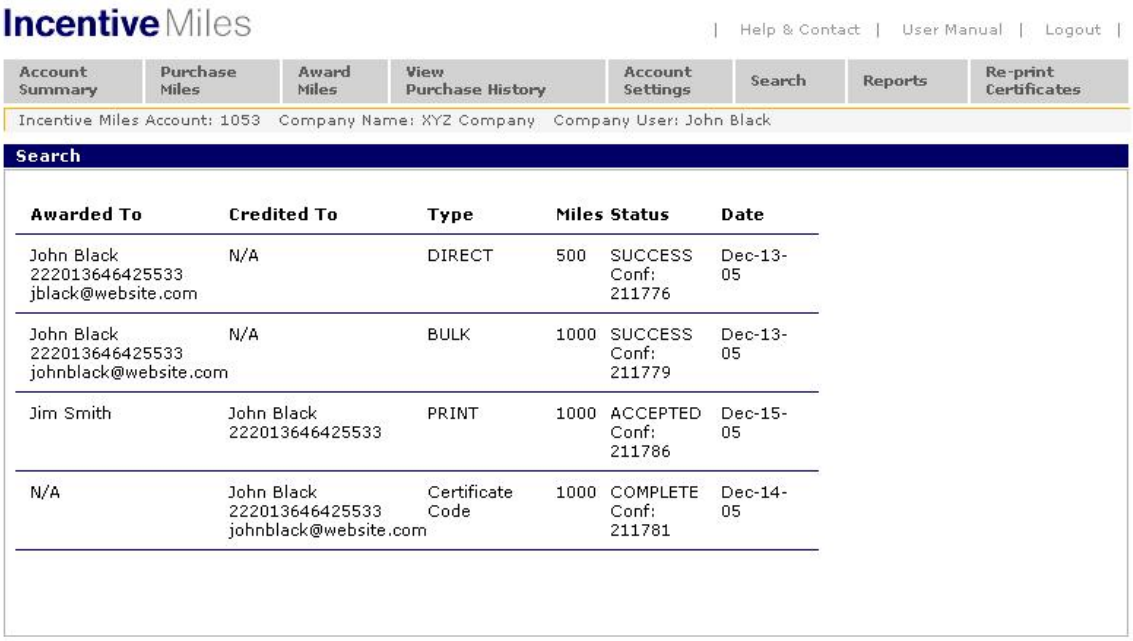
Note: *As you can see below in line 3 of the results, Jim Smith was the name entered when the printed certificate was created, but another person (John Black) redeemed that code.*

- **Type** – there are 5 possible types of records:
    - **DIRECT** - direct credit awards
    - **BULK** - awards via bulk upload
    - **PRINT** - printed certificate awards/redemptions
    - **EMAIL** - email certificate awards/redemptions
    - **Certificate Codes** – for redemption of a code from a Certificate Code purchase.
- **Miles** – displays the number of miles awarded/redeemed.
- **Status** – any one of the following statuses can appear in the status column:
    - **Issued** – Printed or Emailed Certificate awarded but not yet redeemed.
    - **Success** – Direct Credit or Bulk Upload award that has completed successfully.
    - **Complete** – Code from a Certificate Code purchase that has been successfully redeemed and credited to the member.
    - **Accepted** – Printed or Emailed Certificate code has been successfully redeemed and credited to the member.
    - **Expired** – Print or Email Certificate has passed its expiry date.

- **Failed** – Direct Credit or Bulk Upload miles failed to be credited to the member's account, or redemption of a code (Printed Certificate, Emailed Certificate or Certificate Code purchase) was attempted but the credit to the member's account failed.

Note: *Codes that have failed redemption can be retried as long as the code has not expired. Once a code is successfully redeemed (i.e. status = Accepted or Complete) the code can no longer be redeemed for miles.*

- **Date** – the date of the transaction (i.e. the date the award or redemption occurred).



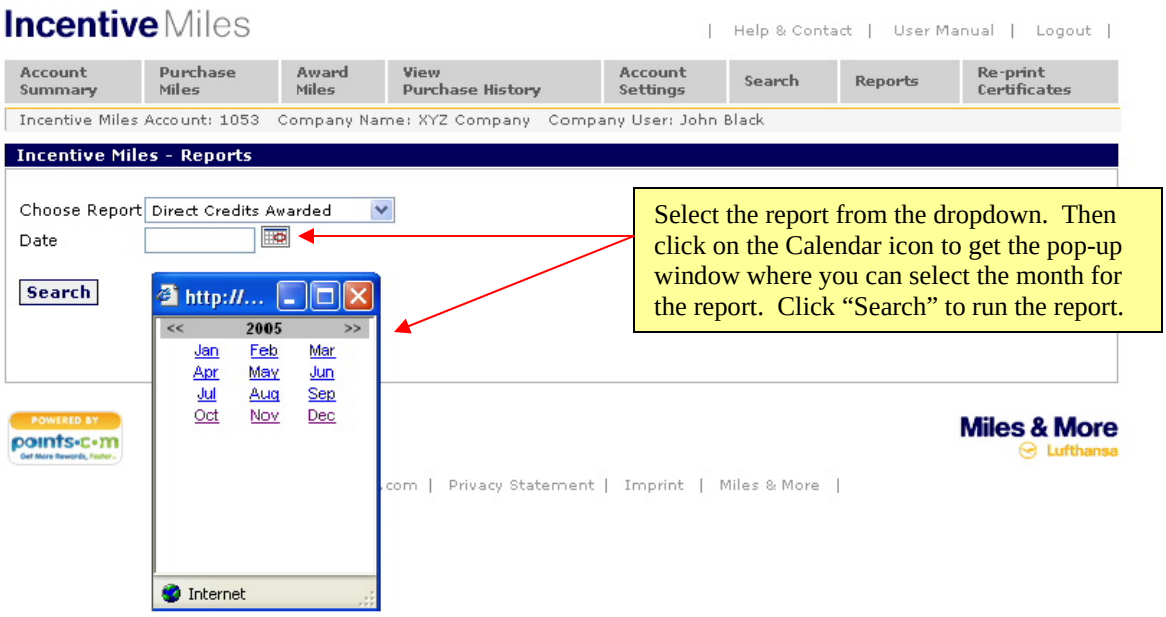
Chapter 11 – Reports

Select Report Type

The purpose of the Reports section is to allow you to be able to see how many and which direct credits, printed certificates or emailed certificates you awarded in a particular month.

Note: *Due to the possible size of the results, bulk upload reports are not available online. Therefore, please keep the files that you upload for bulk upload awards to determine how many and who has been awarded via that method.*

To run a report, simply click on the report tab, select the type of report you wish to run and choose the month you wish to run it for.


Incentive Miles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Incentive Miles - Reports
Choose Report Direct Credits Awarded
Date
Search
Select the report from the dropdown. Then click on the Calendar icon to get the pop-up window where you can select the month for the report. Click "Search" to run the report.
http://...
<< 2005 >>
Jan Feb Mar
Apr May Jun
Jul Aug Sep
Oct Nov Dec
Internet
Miles & More
Lufthansa
Privacy Statement | Imprint | Miles & More

To use the report offline, simply copy and paste the results from the webpage into another application (such as Microsoft Excel).

Direct Credits Awarded Report

The Direct Credits Awarded report displays all Direct Credits (deposits) awarded for the month selected.

Incentive Miles
Help & Contact | User Manual | Logout
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Incentive Miles - Reports
Direct Credits Awarded - Dec-05
Date Awarded To Miles & More Number Email Address Awarded By Miles
2005-12-13 John Black 222013646425533 jblack@website.com John Black 500
2005-12-13 Jane Smith 34343434343434 John Black 1000
Total Recipients: 2
Total Miles 1500

Print Certificates Awarded Report

The Print Certificates Awarded report displays all Print Certificates awarded for the month selected.

IncentiveMiles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Incentive Miles - Reports
Print Certificates Awarded - Dec-05
Date Awarded To Awarded By Certificate Code Miles
2005-12-13 Sarah Jones John Black 8VWQ98B9 500
2005-12-13 Jim Smith John Black GRT6FGJJ 1000
Total Recipients: 2
Total Miles 1500

Email Certificates Awarded Report

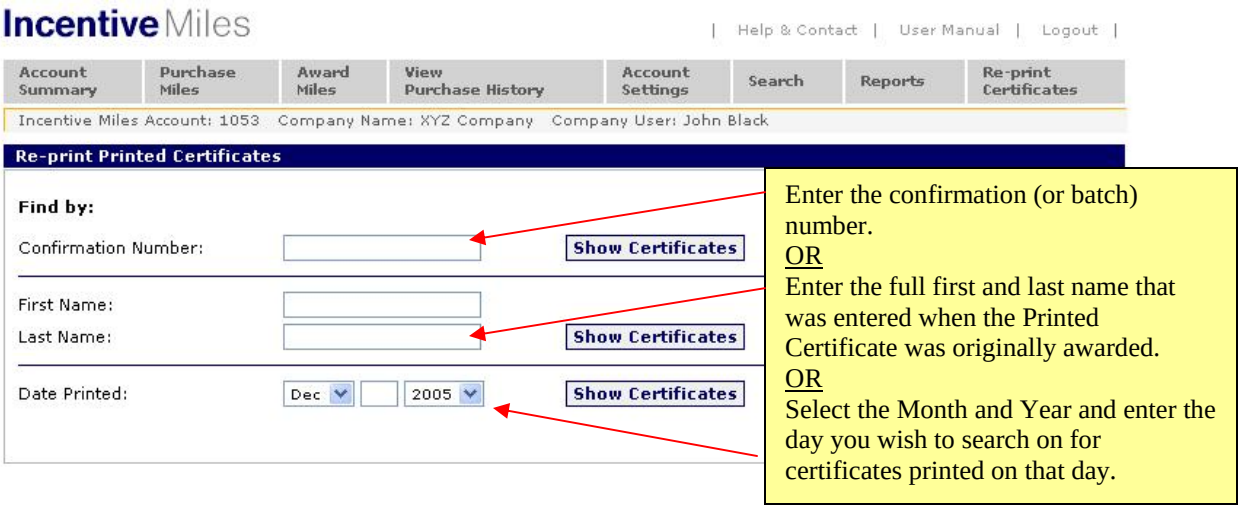
The Email Certificates Awarded report displays all Email Certificates awarded for the month selected.

IncentiveMiles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Incentive Miles - Reports
Email Certificates Awarded - Dec-05
Date Awarded To Email Address Awarded By Certificate Code Miles
2005-12-13 Jim Stone jimstone@website.com John Black G4VX89MY 1000
2005-12-13 June Smiths junesmiths@website.com John Black NDNDXF4M 500
Total Recipients: 2
Total Miles 1500

Chapter 12 – Re-print Certificates

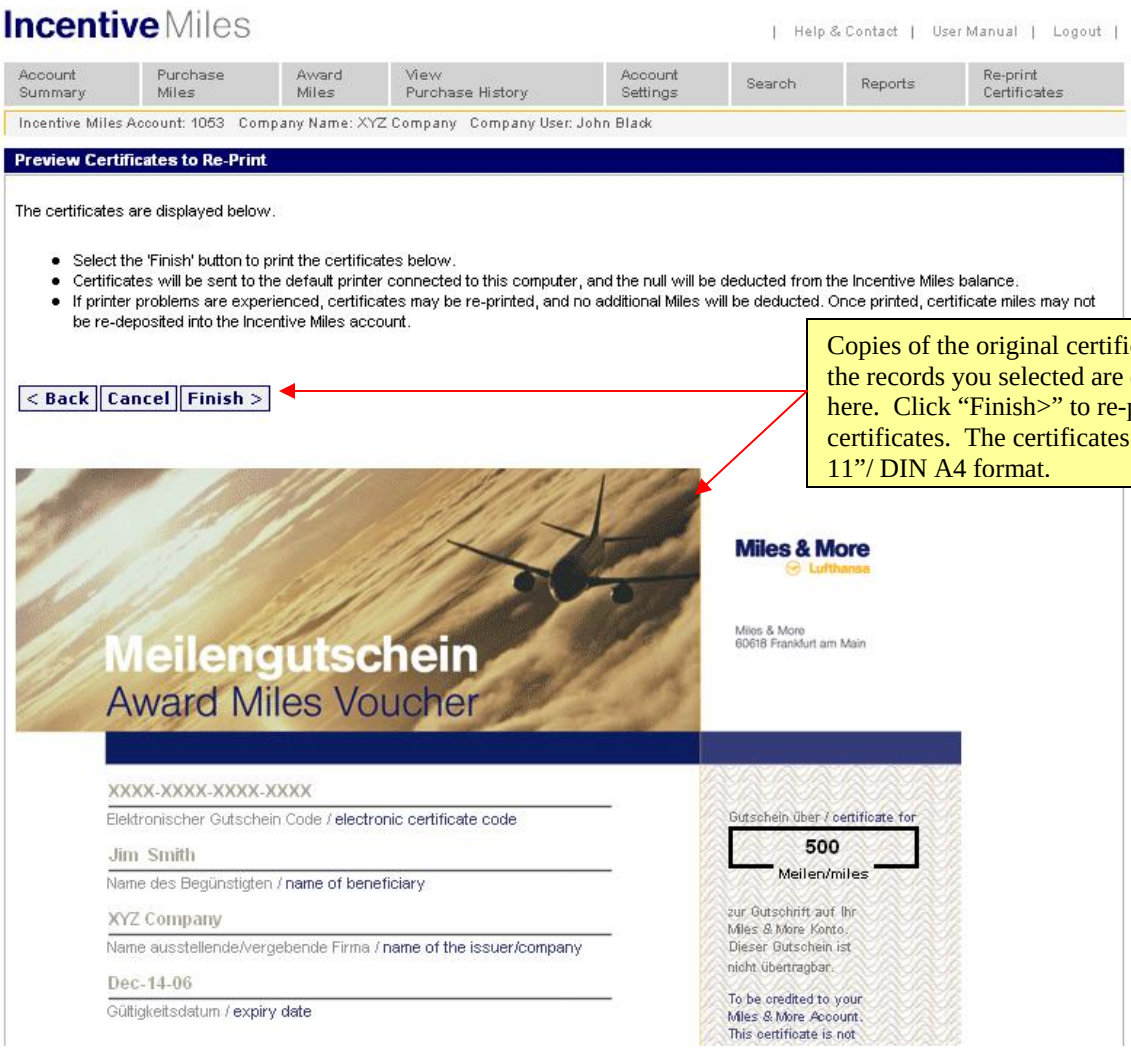
The Re-Print Certificates feature enables you to find and re-print certificates that did not print properly or were lost or misplaced.

Note: *when a certificate is re-printed, the original expiry date of the certificate remains the same as it was when originally printed. As well, if the code on the printed certificate has already been redeemed, the newly printed certificate will not be redeemable, since each code can only be redeemed once.*



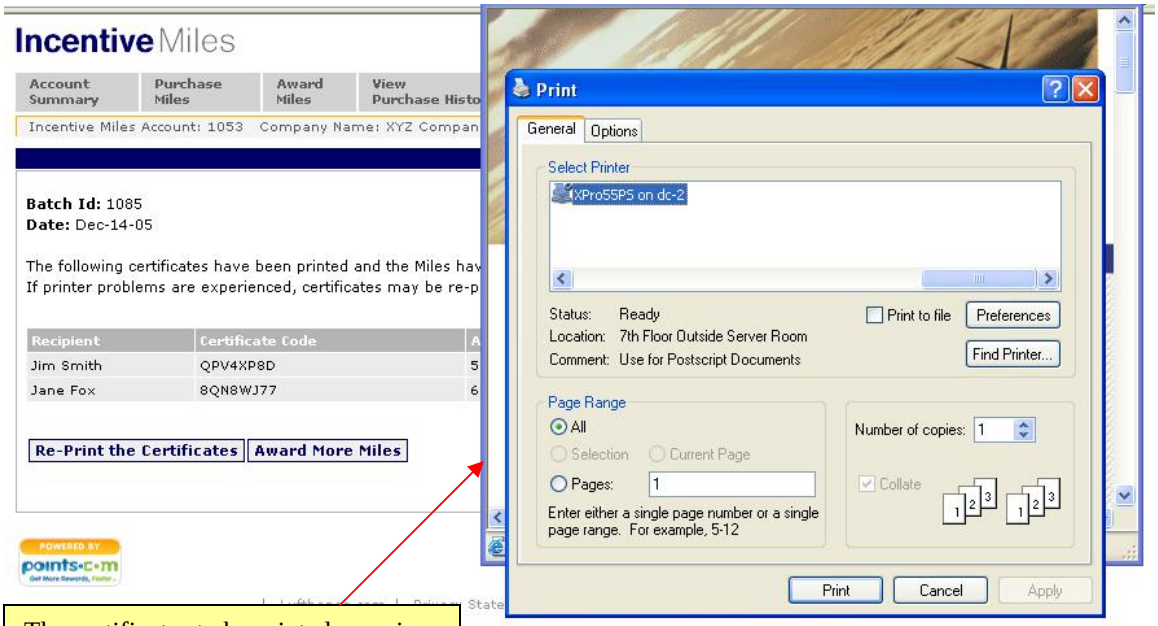
Once the criteria for the search is selected, click on "Show Certificates" to run the search. The results will display in a table (see below). Simply check off the certificate you want to re-print and click on the "Re-print the certificate" button.

The certificates selected for re-printing will display for you to review.


Incentive Miles
| Help & Contact | User Manual | Logout |
Account Summary
Purchase Miles
Award Miles
View Purchase History
Account Settings
Search
Reports
Re-print Certificates
Incentive Miles Account: 1053 Company Name: XYZ Company Company User: John Black
Preview Certificates to Re-Print
The certificates are displayed below.
Select the 'Finish' button to print the certificates below.
Certificates will be sent to the default printer connected to this computer, and the null will be deducted from the Incentive Miles balance.
If printer problems are experienced, certificates may be re-printed, and no additional Miles will be deducted. Once printed, certificate miles may not be re-deposited into the Incentive Miles account.
< Back
Cancel
Finish >
Meilengutschein
Award Miles Voucher
Miles & More
Lufthansa
Miles & More
60618 Frankfurt am Main
XXXX-XXXX-XXXX-XXXX
Elektronischer Gutschein Code / electronic certificate code
Jim Smith
Name des Begünstigten / name of beneficiary
XYZ Company
Name ausstellende/vergebende Firma / name of the issuer/company
Dec-14-06
Gültigkeitsdatum / expiry date
Gutschein über / certificate for
500
Meilen/miles
zur Gutschrift auf Ihr Miles & More Konto. Dieser Gutschein ist nicht übertragbar.
To be credited to your Miles & More Account. This certificate is not

Copies of the original certificates for the records you selected are displayed here. Click "Finish>" to re-print the certificates. The certificates are 8" x 11"/ DIN A4 format.

Note that this screen shot only shows part of one certificate. The actual screen in the application shows the entire certificate for each re-printed certificate.



The certificates to be printed open in a new window and the print function is initiated. Select the printer you wish to print to and click "Print".

Chapter 13 – Redemption

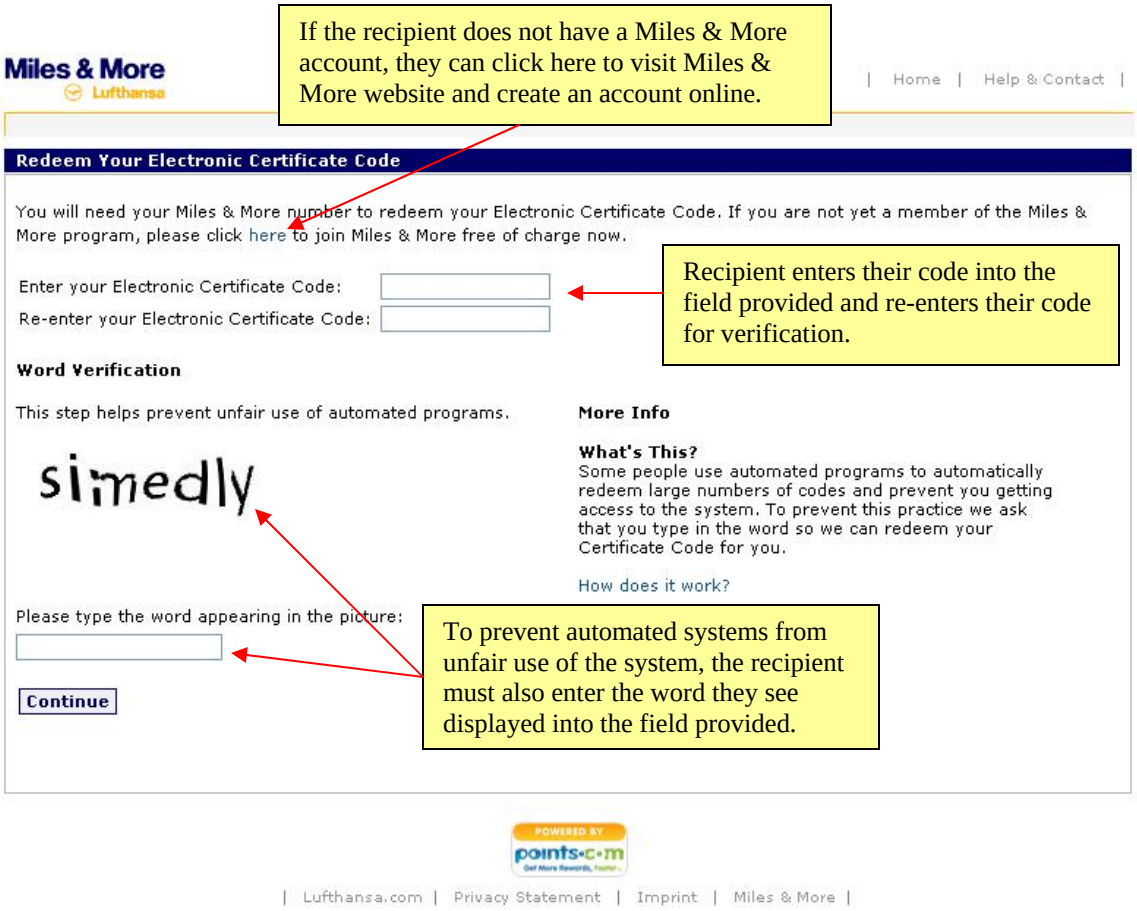
The redemption site is the place where recipients of codes from a Certificate Code purchase, award via Print Certificate or award via Email Certificate goes to redeem the code for miles into their Miles & More account. It is accessible from www.miles-and-more.com, in the mileage request section.

.

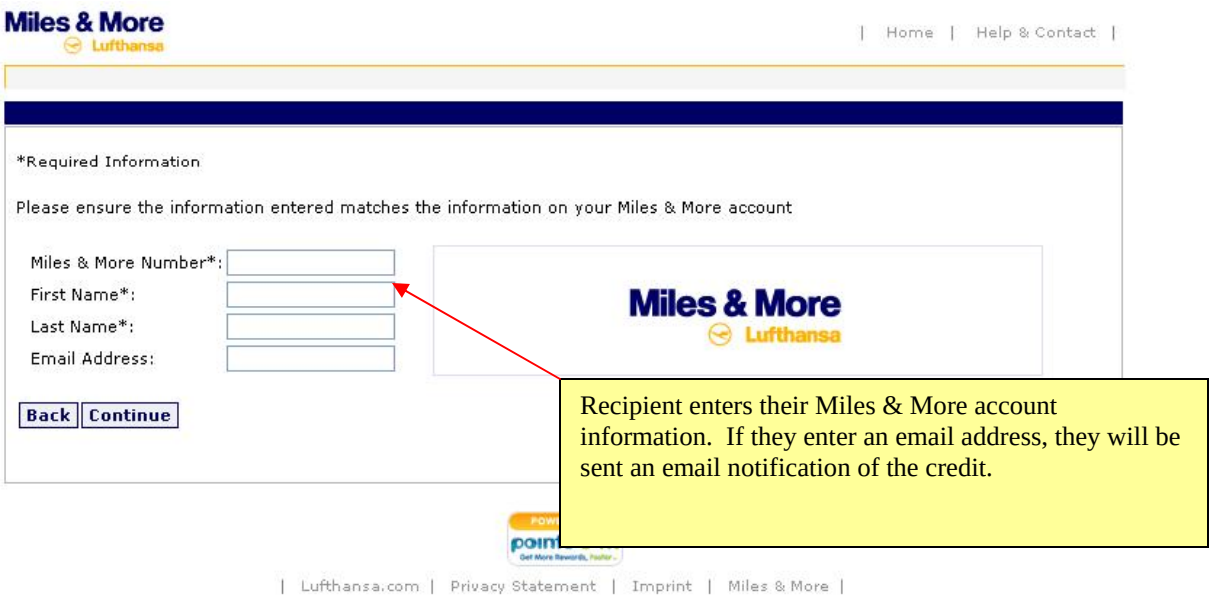
Enter Electronic Code

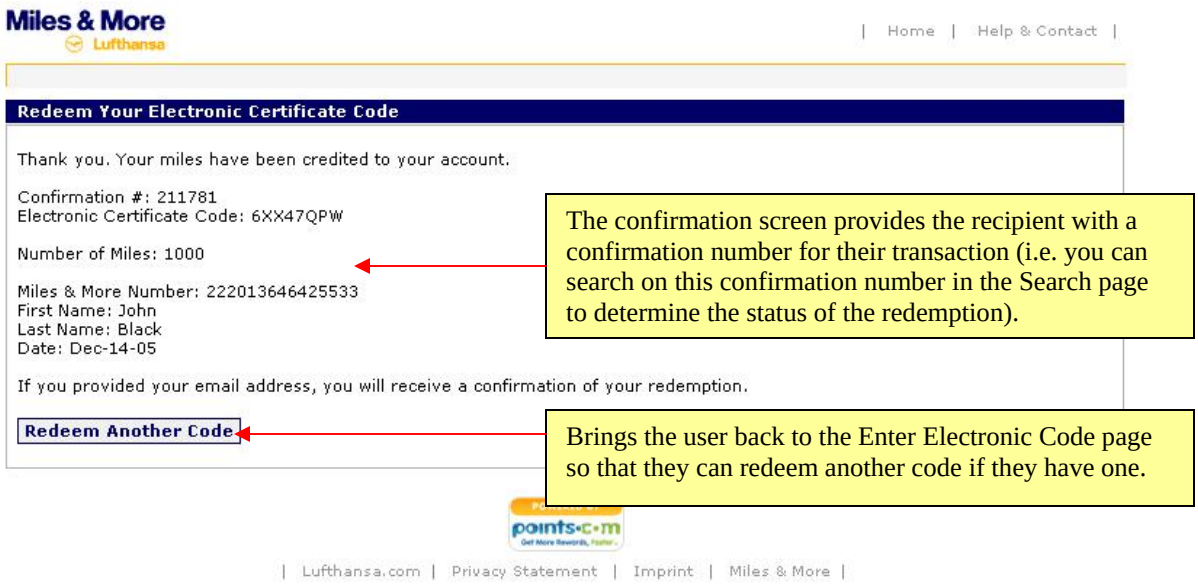
The URLs for the Redemption Site is as follows:

English:
https://corporate.points.com/incentivemiles/redeem/RedeemCode.jsp?lang=en_US
German:
https://corporate.points.com/incentivemiles/redeem/RedeemCode.jsp?lang=de_DE


If the recipient does not have a Miles & More account, they can click here to visit Miles & More website and create an account online.
Miles & More
Lufthansa
| Home | Help & Contact |
Redeem Your Electronic Certificate Code
You will need your Miles & More number to redeem your Electronic Certificate Code. If you are not yet a member of the Miles & More program, please click here to join Miles & More free of charge now.
Enter your Electronic Certificate Code:
Re-enter your Electronic Certificate Code:
Recipient enters their code into the field provided and re-enters their code for verification.
Word Verification
This step helps prevent unfair use of automated programs.
simedly
More Info
What's This?
Some people use automated programs to automatically redeem large numbers of codes and prevent you getting access to the system. To prevent this practice we ask that you type in the word so we can redeem your Certificate Code for you.
How does it work?
Please type the word appearing in the picture:
To prevent automated systems from unfair use of the system, the recipient must also enter the word they see displayed into the field provided.
Continue
| Lufthansa.com | Privacy Statement | Imprint | Miles & More |

Enter Miles & More Account Information


Miles & More
Lufthansa
| Home | Help & Contact |
*Required Information
Please ensure the information entered matches the information on your Miles & More account
Miles & More Number*:
First Name*:
Last Name*:
Email Address:
Miles & More
Lufthansa
Back
Continue
Recipient enters their Miles & More account information. If they enter an email address, they will be sent an email notification of the credit.
| Lufthansa.com | Privacy Statement | Imprint | Miles & More |


Miles & More
Lufthansa
| Home | Help & Contact |
Redeem Your Electronic Certificate Code
Thank you. Your miles have been credited to your account.
Confirmation #: 211781
Electronic Certificate Code: 6XX47QPW
Number of Miles: 1000
Miles & More Number: 222013646425533
First Name: John
Last Name: Black
Date: Dec-14-05
If you provided your email address, you will receive a confirmation of your redemption.
Redeem Another Code
The confirmation screen provides the recipient with a confirmation number for their transaction (i.e. you can search on this confirmation number in the Search page to determine the status of the redemption).
Brings the user back to the Enter Electronic Code page so that they can redeem another code if they have one.
points.com
| Lufthansa.com | Privacy Statement | Imprint | Miles & More |

The posting to credit the miles has been sent to Lufthansa in real-time. Once the posting is completed and if the recipient entered their email address, they will receive a confirmation email (specifying if the redemption succeeded or failed).

Contact Us

If you are experiencing any problems or have a question regarding the Incentive Miles program, please contact us at processing@milesandmore.com.